

*Advanced medicine.  
Compassionate care.*

# Patient & Visitor Information Guide

133 Park Street, Malone, New York

**518-483-3000**

1-800-724-0479

Hearing Impaired TTD# 518-481-2402

**[alicehyde.com](http://alicehyde.com)**



*Building a Healthier Community Together*



**Alice Hyde Medical Center**

an affiliate of Fletcher Allen Health Care



# Welcome to AHMC!

**O**n behalf of our Board of Directors, medical staff, employees, and volunteers, I would like to welcome you to Alice Hyde Medical Center.

Our goal is to provide the finest care possible and exceed the expectations of our patients and visitors. Our team of physicians, nurses, therapists, technicians, and other personnel strive to provide coordinated comprehensive care.

This booklet provides important information about your stay with us. If you have any questions that are not answered, please ask our staff for assistance.

Thank you for choosing Alice Hyde Medical Center.

Sincerely,  
John W. Johnson  
President & CEO



## Mission Statement:

Building a Healthier Community Together

## Vision Statement:

Alice Hyde Medical Center will distinguish itself as a trusted and respected health care leader and provider of choice, exceeding expectations through service excellence

## REACH Values:

### **Respectful**

Treat those we serve, and who serve with us, as they would like to be treated.

### **Excellence**

Exceeding expectations in all that we do.

### **Accountable**

Maintain high standards and ownership of responsibilities

### **Caring**

Treat everyone with dignity and compassion.

### **Honest**

Communicate in a truthful, professional, and ethical manner.

*Alice Hyde Medical Center is a non-profit organization licensed by New York State and accredited by the Joint Commission of Health Care Organizations.*

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# Your Responsibilities as a Patient

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

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

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

**Pain Management** – As a patient at AHMC, you have the responsibility to:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with your doctors and nurses
- Help your doctor and nurse assess your pain
- Ask for pain relief when pain first begins
- Tell your doctor or nurse if your pain is not relieved
- Tell your doctor or nurse about any worries you have about taking pain medication

**Medical Center Charges** – The patient is responsible for assuring that the financial obligation of his or her health care are fulfilled as promptly as possible.

**Medical Center Rules and Regulations** – The patient is responsible for following patient 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 Medical Center.

# Active Participation in Your Health Care

**As a partner in your health care**, we are here to listen and take all the steps necessary to provide you the best care possible. Get involved and speak up.

- The single most important way you can play a part in receiving the highest level of health care and to stay healthy is to be an active and informed member of your health care team.
- We encourage you and your family members to jot down questions and concerns on the “Questions to Ask Your Health Care Provider” note pads provided for you in your admissions packet. Our health care providers will answer your questions, allowing you to make informed decisions about the care you receive. You should not undergo a test or procedure until all of your questions are answered and you understand all of your options.
- As a patient, you or a loved one are encouraged to report to your nurse any noticeable changes in your condition, a possible error, adverse event, or hazardous condition, immediately.
- We also encourage you to use the computer in our Patient & Family Resource Center located on the First Floor. There you will find a list of reputable medical websites that will assist you in researching your medical condition.

Research has shown that patients who are more involved and informed about their health care tend to get better results and are more satisfied.

**The following steps will help you cope with your diagnosis, make informed decisions, and get on the road to recovery:**

*adapted from the Governmental Agency for Health Care Research and Quality, [www.ahrq.gov](http://www.ahrq.gov)*

**Take the time you need** - Do not rush important decisions about your health. In most cases you will have time to carefully examine your options and decide what is best for you.

**Get the support you need** - Look for support from family and friends, people who are or have experienced the same issue. They may be able to help you cope and make informed decisions.

**Talk with your doctor** - Good communication with your doctor can help you feel more satisfied with the care you receive. Research has shown that dialogue with your health care provider can even have a positive effect on things such as symptoms and pain. In addition, getting a second opinion may help you feel more confident about your care.

**Seek out information** - When learning about your health issue and its treatment, look for information that is based on a careful review of the latest published scientific findings and reputable web sites. Ask questions of your health care team.

**Decide on a treatment plan** - Work with your doctor to decide on a treatment plan that best meets your needs. It is important that you follow instructions outlined in your plan or be willing to accept the consequences.

## Fall Prevention Safety Tips for Avoiding Falls

Anyone can experience changes that may increase their risk of falls during a hospitalization. We wish to give you the safest environment for recovery. Here's how you can help:

- Ask your nurse if you are at risk for falls. This may change as a result of treatments, tests or medications.
- Ask us to place the things you need within easy reach - call light, glasses, telephone, etc.
- Most of the furniture in your room is on wheels and shouldn't be used for support.
- Wear nonskid, flat heeled footwear while walking. Avoid backless slippers.
- Use your glasses or hearing aids when you are out of bed.
- Change positions slowly and rest on the side of the bed before standing.
- Use the upper side rails to assist you in changing position and standing up. Move your joints and muscles as much as possible to preserve your strength both in and out of bed.
- Ask for help if you feel weak, dizzy or lightheaded when you get up; don't try to make it by yourself.
- While in the bathroom pull emergency cords located on the wall if you become dizzy or weak or need help getting back to bed. Use the grab bar located by the toilet and in the shower to steady yourself.
- Notify staff if a spill occurs on the floor. A wet floor is dangerous to you and the staff!

## About Your Special Needs:



New York State (NYS) law requires that a Medical Center employee meet with you after admission to explain your rights and to provide information on how you can protect those rights. If you are hearing or vision impaired, or English is not your first language, skilled interpreters must be provided to assist you in exercising your rights.

Translations and/or transcriptions of important Medical Center forms, instructions, and information must be provided to you if you feel you need them. If you feel that your special needs have not been adequately met by the Medical Center, you may lodge a complaint with the NYS Department of Health office nearest you by calling (800) 804-5447.

## Access To The Ethics Committee:

Any patient, family or caregiver may bring an ethical concern to the AHMC Ethics Committee. The types of ethical dilemmas experienced by patients, family and staff may include, but are not limited to, end of life issues, informed consent and medical futility. For information or assistance with this process, please have the Charge Nurse or Nurse Manager on your nursing unit contact the Ethics Committee Chair or co-Chair or in their absence, the administrator on-call or nursing supervisor for assistance.

## Access To Your Medical Records:

NYS law requires all health care practitioners and facilities to grant patients access to their medical records (Patients may request information as well as parents or guardians who have authorized their child's care).



If you want to see your medical records, discuss your request with your doctor and/or with the Director of Health Information Services at the Medical Center. NYS law guarantees you the opportunity to inspect your medical records within 10 days of request. If you want to have a copy of your medical records, you must submit a written request to the Director of Health Information Services at AHMC.

If you request a copy of your records, the Medical Center may charge you up to .75 cents per page. If the Medical Center fails to acknowledge or act on your request, you may lodge a complaint with the local NYS Department of Health Office.

If you have been denied access to all or part of your record, or if you would like more information, call (518) 474-2383 or write to:

Access to Patient Information Center  
New York State Department of Health  
Division of Public Health  
Corning Tower, Room 495  
Albany, New York 12237

**Advance Care Planning:** Preparation and planning for unanticipated medical care, called advance care planning, is a continual process that assists you in preparing for a sudden unexpected illness, from which you expect to recover, as well as the dying process and ultimately death. Contact the Patient Advocate or Registered Nurse on duty for more information.



**ATM:** The ATM is located on the Main Floor across from the Gift Shop.

**Billing Office and Credit Information:** The Billing Office is open weekdays from 8:00 a.m. to 4:30 p.m., 518-481-2207 for questions regarding patient bills or 518-481-2241 for credit/collection information.



**Celebrating Births:** During your stay, you may hear a brief lullaby play over the public address system. This is AHMC's way of celebrating with parents on the birth of their new baby.



**Chapel:** The Chapel is located on the Second Floor, third door on the right after the ICU Waiting Room.

**Community Support & Giving:** A gift to AHMC ensures quality health care now and in the future. To make a monetary contribution to the Medical Center you may mail your donation to:

The Office of Philanthropy  
Alice Hyde Medical Center  
133 Park Street  
Malone, NY 12953

**Corporate Compliance:** AHMC is committed to acting in full compliance with all applicable laws, regulations, and policies. Please report any questions or concerns regarding compliance to the Corporate Compliance Officer at 481-2390 or for anonymous reports please call 481-2535.



**Drug & Alcohol Use:** Alcohol beverages and illegal drugs are prohibited on the Medical Center grounds.

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

**Firearms:** Firearms or other dangerous weapons are not permitted within the facility except by law enforcement.

**To prevent health care errors,  
patients are urged to...**

# Speak<sup>UP</sup><sup>TM</sup>

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety.



*Helping health care organizations help patients*

**S**peak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

**P**ay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

**E**ducate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

**A**sk a trusted family member or friend to be your advocate (advisor or supporter).

**K**now what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

**U**se a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

**P**articipate in all decisions about your treatment. You are the center of the health care team.

**Food Services:** Vending Machines are located on all floors.



**Park Street Café:** The Park Street Café, located on the Main Floor, is open from 7:00 a.m. - 4:00 p.m., Monday through Friday, closed on weekends and major holidays. A variety of light meals and snacks are available as well as coffee and other beverages.

**Cafeteria:** The Cafeteria is open from 6:00 a.m. to 6:30 p.m.

*Breakfast: 6:00 - 11:00 a.m. | Lunch: 11:00 a.m. - 1:15 p.m. | Dinner: 4:00 - 6:30 pm. \*\*A limited menu is available in-between the times listed above.\*\**



**Gift Shop:** The Gift Shop, located on the main floor next to the Park Street Café, is operated by the AHMC Auxiliary and is open weekdays from 8:00 a.m. to 4:00 p.m. The Gift Shop has a variety of gifts, greeting cards, candy, and flowers.



**Guest Relations:** AHMC's Patient Satisfaction Coordinator is available to assist patients and families/visitors by addressing concerns, providing assistance in scheduling, locating departments and addressing complaints. Call extension 258 for assistance or ask for the Supervisor of Patient Care Services after regular business hours.



**Handicap Parking:** Handicap parking is available off Fourth Street near the Nursing Home entrance and Emergency Room parking lot.

### Mail & Email Services:



**Mail:** To send mail to a patient at AHMC use the following address:

Patient Name  
Care of: Alice Hyde Medical Center  
PO Box 729  
Malone, NY 12953



**E-mail:** Visit [www.alicehyde.com](http://www.alicehyde.com) and click on the link, "Send Patient Wishes," located on the bottom right hand corner of the home page, fill in the form, and the email will be printed and delivered to the patient's room.



**Money And Valuables:** The hospital cannot assume responsibility for jewelry, cash or other valuables you wear or keep in your room. Please leave valuable items at home. If necessary, valuables may be temporarily secured in the hospital's safe. You or your legal representative may request your valuables in person after showing identification.

**Newspapers:** A copy of The Malone Telegram is delivered to each patient's room, Monday - Saturday. There are also two vending machines: outside the Main Entrance and on the First Floor near the Med/Surg Waiting Room.



**Organ Donation:** AHMC participates with the Center for Donation and Transplant in Albany, NY. To enroll in the *Donate Life NY* registry visit [www.cdt.org](http://www.cdt.org).

**Patient & Family Resource Center:** Patients and families can access the internet to research their illnesses. The Center is located in the west wing, on the First Floor, across from the Med/Surg Waiting Room.



**Telephone Access:** Phones are available for patients in all rooms located on the First Floor and on the Third Floor. These phones are available at no cost to the patient. Pay phones are located on the Main Floor and First Floor.



**Local Calls:** Dial nine (9) and the number.

**Long Distance Calls:** For phone cards, collect calls, or credit cards, dial nine (9) and then zero (0), for the operator. Phone cards may be purchased in the Gift Shop on the Main Floor.

**Cell Phones:** Permitted in offices, public hallways remote to patient rooms, waiting rooms, the Main Lobby, and the Cafeteria.



**Television Services:** Free television services are available to all patients at AHMC. A television channel guide can be found at each patient's bedside.



**Tobacco-free Campus:** AHMC is a tobacco-free institution. Medical Center policy prohibits any tobacco use on the Medical Center grounds. If you would like help to quit smoking, please ask a nurse for assistance.



**Visitors Rights & Visiting Hours:** Each patient has the right to receive visitors whom he or she designates, including but not limited to, a spouse, domestic partner (including a same-sex partner) family member or friend. AHMC will not restrict, limit, or deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. We wish to ensure that all patients enjoy full and equal visitation privileges consistent with patient preferences. Visitor restrictions may apply if a patient's medical condition warrants such limitations or if a community outbreak or illness or public health threat is indicated.



**General visiting** hours for the Medical Center: 11:00 a.m. to 8:30 p.m.

**Intensive Care Unit:** 11:00 a.m. to 8:30 p.m.

*Visitors are required to call from the Intensive Care Unit waiting room, prior to entering.*

**Family Maternity Center:** 11:00 a.m. to 7:00 p.m.\*

*Fathers and or support persons are not limited to these hours. When newborns are in the rooms, children under age 12 are not allowed, unless they are siblings.*

# We I.D.

Because we care about your safety, we will ask for your name and date of birth whenever we enter your room and/or whenever we need to perform patient care, such as administering medicine, performing a procedure, or transporting you to another department in the Medical Center.

This may seem like an inconvenience; however, please be patient when a staff member asks you for this information, as this is one of the ways that we ensure that you receive the correct procedure or medication.

# FREE

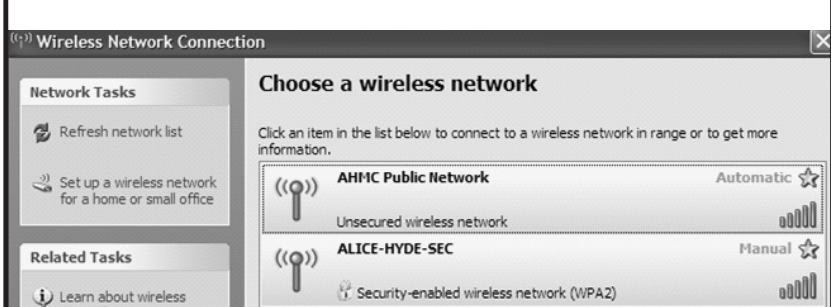


*Courtesy of Alice Hyde Medical Center*

## Choose the AHMC Public Network

Through your wireless network settings, choose AHMC Public Network.

*NOTE: Different computing devices will have similar features, but may look different than the image shown below.*



# Community Agencies & Services Information Guide

This list is provided as a courtesy. It is not an endorsement of the listed agencies by Alice Hyde Medical Center.

A case coordinator or social worker is available to assist you in making post-hospital care arrangements. For more information, please call 481-2267 or 481-2301.

*Phone numbers are area code (518) unless stated otherwise*

## Adult Centers:

Adirondack Adult Center	359-9070
Brushton-Moira Adult Center	529-7314
Burke Adult Center	483-1089
Constable Adult Center	483-0561
Fort Covington Adult Center	358-4895
Malone Adult Center	483-6611
St. Regis Falls Adult Center	856-9861
St. Regis Mohawk Adult Center	358-2963
Saranac Lake Adult Center	891-2980

## Adult Homes:

Wanda Benware	483-2219
Farrar Home	483-7550
The Dawn	483-7843
Shelly LePage	481-6485
Lydia LePage	483-3297
Valehaven	483-3250

## Alcohol & Substance Abuse:

Akwesasne Alcohol Service	358-3141
Alcoholics Anonymous	800-281-1190
Al-Anon	483-6566
Canton-Potsdam Hospital <i>Detoxification &amp; Alcohol Rehabilitation</i>	315-265-3300
North Star Substance Abuse- <i>Malone</i>	483-8980
<i>Saranac Lake</i>	891-2621
Partridge House <i>for Native Americans</i>	358-2223

Phoenix House	483-1689
St. Joseph's Rehabilitation Center <i>inpatient services</i>	891-4135
<i>outpatient services</i>	483-6566
St. Regis Mohawk Health Services	358-2223
Substance Abuse <i>Info &amp; Referral</i>	800-522-5553

## Children's Services:

Child Abuse & Neglect Reg.	800-342-3720
Child Protective Services	481-1820
Growing Up Healthy Hotline	800-522-5006
Head Start	497-6218
Mental Health Info	800-789-2647
Runaway Hotline	800-231-6946
Women Infants Children (WIC)	483-4262

## Durable Medical Equipment:

Associated Medical Supply	800-287-0045
Apria Health Care	315-265-1161
Lincare	315-393-6180
Marra's Home Care	566-6446
NMC Home Care	561-1420
Tri-Lakes Home Medical Equip.	483-7120
Yankee Medical Equipment	562-5400
North Country Medical Supply	483-8821

## Financial Services:

American Red Cross	483-2360
Comlinks <i>Community Action Agency</i>	483-1261
Elderly Pharmaceutical Insurance Coverage (EPIC)	800-332-3742
Franklin County Medicaid	481-1768
Social Security Admin.	800-772-1213

## Home Care Services:

Clinton Cty. Public Health Svc.	565-3270
Expanded In-home Services for the Elderly (EISEP)	481-1660
Franklin Cty. Nursing Svc.	481-1709
Medlink	800-244-4065
Mohawk Outreach	358-3141
North Country Home Service	483-4502
Private Caregivers List	481-1660
St. Lawrence Cty. Nursing	800-769-9921

## Hospice:

High Peaks	891-0606
Malone	483-3200
Plattsburgh	561-8465

## Hospitals & Health Centers:

Adirondack Medical Center	891-4142
Alice Hyde Health Center, <i>Malone</i>	481-2800
Alice Hyde Medical Center	483-3000
Besette Health Center <i>Chateaugay, NY</i>	497-6622
Canton-Potsdam Hospital	315-265-3300
CP Associates <i>Family Health Clinic</i>	483-0109
CVPH	561-2000
Dwyer Health Center <i>Moir, NY</i>	529-7847
Fletcher Allen Health Care	802-847-0000
Massena Memorial Hospital	315-764-1711
Reddy Cancer Treatment Center	481-2880
Salmon River Health Center <i>Fort Covington, NY</i>	358-3008
Tower Health Center <i>St. Regis Falls, NY</i>	856-0033
Ronald McDonald House	802-862-4943

## Housing & Environment:

Belmont Management, <i>Tupper Lake</i>	359-8434
Don Smith Apts., <i>Tupper Lake</i>	359-2500
Burchacon Housing Corp., <i>Malone</i>	483-5934
Comlinks Affordable Housing	483-1261
Coville Bay Housing, <i>Fort Covington</i>	358-4505
Dechantel Apartment, <i>Saranac Lake</i>	891-4004
Enriched Housing of Lawrence, <i>Brasher</i>	315-389-5149
Franklin County Community Housing Council, <i>Malone</i>	483-5934
Harrietstown Housing Authority, <i>Saranac Lake</i>	891-3050
Malone Housing Redevelopment	483-0020
Maple Leaf Housing, <i>North Bangor</i>	483-0548
Maple Leaf Housing, <i>Moir</i>	529-6030
Over Look Apartments, <i>Bloomingdale</i>	643-2607
River Front Housing, <i>St. Regis Falls</i>	856-9574
Saranac Village at Will Rogers Retirement Community	891-7117
Saranac Lake/Tupper Lake Housing Authority, <i>Tupper Lake</i>	359-9220
Valley Ridge Manor Apartments, <i>Malone</i>	481-6670
Village of Malone Housing	483-3070
Webster Manor Apartments, <i>Malone</i>	483-0220

## Illness & Disease

### Related Agencies:

AIDS Council of Northeastern New York	563-2437
American Diabetes Assoc.	563-2401
Alzheimer's Disease Assistance Center	564-3377
American Cancer Society	800-227-2345
American Heart Association	869-1961
American Lung Association	315-422-6142
Arthritis Foundation	800-864-4988
Cerebral Palsy	483-0109
Easter Seal Society	800-727-8785
Muscular Dystrophy Associates	802-862-6424
National Multiple Sclerosis Society	800-922-9120
National Kidney Foundation	458-9697

## Mental Health Services:

Catholic Charities	483-1460
CVPH Mental Health Unit	561-2000
Mental Health of Franklin Cty	327-3145
North Star Behavioral Health	483-3261

## Nursing Homes:

Alice Hyde Nursing Home, <i>Malone</i>	483-3000
Franklin County Nursing Home, <i>Malone</i>	483-3300
Clinton County Nursing Home, <i>Plattsburgh</i>	563-0950
Evergreen Valley Nursing Home, <i>Plattsburgh</i>	563-3261
Meadowbrook Health Care, <i>Plattsburgh</i>	563-5440
Highland Nursing Home, <i>Massena</i>	315-769-9956
St. Regis Nursing Home, <i>Massena</i>	315-769-2494
Mercy Health Care Center, <i>Tupper Lake</i>	359-3355
Uihlein Mercy Center, <i>Lake Placid</i>	523-2464
United Helper Nursing Home, <i>Canton</i>	315-386-4541

## Primary Care Services:

Alice Hyde Medical Center	483-3000
Alice Hyde Dental Center	481-2347
Alice Hyde Health Center	481-2800
Bessette Health Center, <i>Chateaugay</i>	497-6622
CPA Family Health Clinic	483-0109
Dwyer Health Center, <i>Brushton</i>	529-7847
Fletcher Allen Health Care	800-847-0000
Fletcher Allen Outreach Clinics	481-6 to G131
Reddy Cancer Treatment Center	481-2880
Ronald McDonald House	802-862-4943
Salmon River Health Center, <i>Fort Covington</i>	358-3008
Tower Health Center, <i>St. Regis Falls</i>	856-0033

## Senior Citizen's Services:

AARP	800-687-2277
Adult Protective Service	481-1833
Lifeline	891-1656
Meals-on-Wheels (CARE unit)	481-1660
Office of the Aging	481-1526

## Support Groups:

Alzheimer's Support Group	481-2247
Breast Cancer Support Group	481-2247
Breastfeeding Support Group	481-2247
Cancer Patient Support Svcs.	481-2247
Cardiac Patient Support Svcs.	481-2247
Childbirth Education Classes	481-2247
Diabetes Education Classes	481-2288
Hospice/Bereavement Support Group	483-3200
Kidney Disease/Dialysis Support Group	481-2445
LaLeche Classes	800-525-3243
Multiple Sclerosis Support Group	481-2247
Organ Donor/Recipient Support Group	481-2247
Smoking Cessation Support Svcs.	481-2247
NYS Smoker's Quit Hotline	866-697-8487
Weight Watcher's Group	481-2247

## Transportation:

Fobare's Ambulette Service	529-6072
Northern Ambulance	483-6650
Seaway Valley Ambulance	315-764-9133
Varin's Ambulance	561-4793
Franklin County Bus	483-9000

## Women's Services:

Comlinks Domestic Violence	483-1261
Domestic Violence Hotline	800-834-9474
Planned Parenthood	483-7150
Rape Crisis Hotline	800-656-4673

*This publication, the AHMC Patient & Visitor Information Guide, is a product of:*

*Alice Hyde Medical Center's Office of Communications & Media Relations*

*133 Park Street, Malone, New York 12953*

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# Hospitalist Care

## *Frequently asked questions*

### **Q. Who are Alice Hyde Medical Center's Hospitalists?**

A. Our Hospitalists are health care providers skilled in the latest diagnostics and treatments, who care for all hospitalized patients.

### **Q. When are Hospitalists available to treat patients?**

A. A member of our Hospitalist team is present 7-days a week, 24-hours a day. No one person can do this alone so they work as a team which may consist of physicians and Family Nurse Practitioners.

### **Q. How can a Hospitalist enhance my care?**

A. Hospitalists focus exclusively on acute care patients and their illnesses while they are hospitalized. Being in the hospital at all times, they are able to respond immediately to any change in a patient's condition. Having a Hospitalist program allows local physicians to focus on seeing patients in their offices, instead of dividing their time between the medical office and the hospital. There is comfort in knowing a member of a Hospitalist team is always in the hospital. A patient's length of stay in the hospital may be shortened due to the 24/7 availability of a Hospitalist team member. A patient does not have to wait to be admitted by their provider and their treatment plan begins as soon as they are admitted.

### **Q. When do patients see the Hospitalist?**

A. Hospitalists see patients at various hours throughout the day—they will see patients at least once during a 24-hour period. Rounds (the examination and care of patients) begin early in the morning, according to medical priorities, usually in the intensive care units and continue all day into the evening.

### **Q. What role does a patient's primary care provider play?**

A. Our Hospitalists partner with patients' primary care providers—both coordinating care and treatment and working together on patient care plans. The communication between Hospitalists and primary care providers is thorough, so he or she will be fully informed of your progress.

### **Q. Will a Hospitalist have follow-up in my care?**

A. Hospitalists provide care only for patients in the hospital, so you will not have an appointment to see this doctor after you leave. Your primary care provider will receive information about your hospital stay and be responsible for your care after you leave the hospital, including authorizing refills of prescriptions and following up on test results.