

Ask Me3™

Good Questions
for Your
Good Health

Every time you talk with a doctor, nurse, or pharmacist, use the **Ask Me 3** questions to better understand your health.

1

What is my main problem?

2

What do I need to do?

3

Why is it important
for me to do this?

*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



Building a Healthier Community Together



Alice Hyde Medical Center

an affiliate of Fletcher Allen Health Care



Welcome to Alice Hyde Medical Center

The team at Alice Hyde Medical Center is here to serve you and your family. You will meet many members of our team during your stay and receive a great deal of information and instruction. Through carefully planned collaboration among our physicians, nurses, health care professionals, nutrition experts, and environmental services personnel, we will strive to anticipate and help you with your needs.

If at any point you have questions or concerns, please do not hesitate to ask one of our team members for assistance, or call my office at extension 837.

I hope you will find this information guide useful. We are proud to be partners in your health care—thank you for choosing Alice Hyde Medical Center.

Sincerely,



Douglas F. DiVello, FACHE
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

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	481-2600
Bessette Health Center, <i>Chateaugay</i>	481-2600
CPA Family Health Clinic	483-0109
Dwyer Health Center, <i>Brushton</i>	481-2600
Fletcher Allen Health Care	800-847-0000
Fletcher Allen Outreach Clinic	481-6 to G131
Reddy Cancer Treatment Center	481-2880
Ronald McDonald House	802-862-4943
Martin J. Leroux Health Center, <i>Fort Covington</i>	481-2600
Tower Health Center, <i>St. Regis Falls</i>	481-2600

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:

Domestic Violence Hotline	877-212-2323
Planned Parenthood	483-7150
Rape Crisis Hotline	800-656-4673

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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 Health Center	891-4142
Alice Hyde Health Center, <i>Malone</i>	481-2600
Alice Hyde Medical Center	483-3000
Bessette Health Center	481-2600
<i>Chateaugay, NY</i>	
Canton-Potsdam Hospital	315-265-3300
CP Associates	483-0109
<i>Family Health Clinic</i>	
CVPH	561-2000
Dwyer Health Center	481-2600
<i>Moira, NY</i>	
Fletcher Allen Health Care	802-847-0000
Massena Memorial Hospital	315-764-1711
Reddy Cancer Treatment Center	481-2880
Martin J. Leroux Health Center	481-2600
<i>Fort Covington, NY</i>	
Tower Health Center	481-2600
<i>St. Regis Falls, NY</i>	

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
Harriestown 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>Moira</i>	529-6030
Over Look Apartments, <i>Bloomingdale</i>	643-2607
River Front Housing, <i>St. Regis Falls</i>	856-9574
Ronald McDonald House	802-862-4943
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

Patient Satisfaction- Office of the President: The Patient Satisfaction Coordinator is available to assist you and your family with any concerns, problems, or unmet needs related to your hospital stay. In addition, we offer assistance with any questions or concerns you might have about the Patient Bill of Rights and Health Care Proxy Law. The Patient Satisfaction Coordinator can be reached at 481-2258.

We I.D.

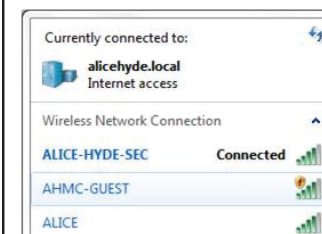
We care about your safety. We will ask for your name and date of birth whenever we enter your room and/or whenever we need to perform patient care, such as administering medicine, performing a procedure, or transporting you to another department in the Medical Center.

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.



Courtesy of Alice Hyde Medical Center

Choose the AHMC-Guest Network



1. Through your wireless network settings, choose AHMC-Guest Network.
2. Open your browser and follow the on-screen instructions for logging in.

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

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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:

Akwasne Alcohol Service	358-3141
Alcoholics Anonymous	800-281-1190
Al-Anon	483-6566
Canton-Potsdam Hospital	315-265-3300
<i>Detoxification & Alcohol Rehabilitation</i>	
North Star Substance Abuse-Malone	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 & 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


 **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 Use Policy:** 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.

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

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.

Active Participation in Your Health Care

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.



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 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.



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.

Palliative Care: Our Palliative Care Team is there to relieve suffering of patients with advanced illness, and their families. It is given along with the medical treatment needed, to patient in the hospital and Alice Hyde Nursing Home residents. Please ask the Patient Advocate or nursing staff for more information. (See Hospice)



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.



Personal Belongings: 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.

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



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. - 3:00 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 3:00 p.m. The Gift Shop has a variety of gifts, greeting cards, candy, and flowers.



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

Hospice: Hospice takes care of people who are near the end of life, by giving them and their families physical, emotional, and spiritual support. This can be done through skilled nursing, family services, home health aides, volunteer services, as well as spiritual and grief support. Hospice of the North Country is a non-profit community based agency that provides Hospice care to people who live in northern Franklin and Clinton counties. Please ask the Patient Advocate or nursing staff for more information. (See Palliative 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.

The Ethics Committee:

Any patient, family or caregiver may bring an ethical concern to the AHMC Ethics Committee. Concerns may include but are not limited to:

- End of life issues
- Informed consent
- Family disputes

For more information or assistance with this process please ask the Charge Nurse for help.

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: Advance Care Planning is a way to plan for future medical care in case you are not able to make your own medical decisions. The New York Health Care Proxy is a legal document that lets you name someone else to make decisions about your medical care when you are not able to. The Living Will lets you state your wishes about your medical care, in the event that you are in a condition that prevents you from making a decision. Please ask the Patient Advocate or your nurse 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.