

PATIENT GUIDE

Key Information For Your Stay



Glens Falls Hospital

An affiliate of  ALBANY MED

GlensFallsHospital.org | 518-926-1000

FREE!

**Take This
Copy Home
With You**

Brought to you by: PatientPoint 

Hospice means *home*

Hospice provides families with the support needed to care for their loved ones wherever they call home.



HIGH PEAKS
HOSPICE

dignity, comfort
& peace
at the end of life

518-891-0606

www.highpeakshospice.org



HIGH PEAKS HOSPICE
BEREAVEMENT

Bereavement support is available to anyone in the community who needs it, including children.



Hospice helps members of our community achieve a peaceful life closure aligned with their values, wishes, choices, and needs by providing:

- Comprehensive home-based care
- Control over their treatment
- Emotional and spiritual support
- Effective pain & symptom management
- No-cost medications, equipment and supplies related to the terminal illness
- Assistance with end-of-life goals
- A personalized plan of care
- 24/7 access for questions or emergencies

Hospice care is available to anyone with a qualifying life-limiting illness and prognosis of six months or less. **We often help patients with late-stage heart disease, renal failure, heart disease, COPD, dementia, cancer, and more.**

Anyone can make a referral to hospice, including the patient themselves.

The one thing families tell us most often is, **"We wish we had called hospice sooner."**

Contact High Peaks Hospice today for:

MORE
comfort...

MORE
support...

MORE
joy...

MORE
peace...

MORE
moments...

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Welcome



MISSION STATEMENT

To improve the health of people in our region by providing access to exceptional, affordable and patient-centered care every day, and in every setting.

Please visit **GlensFallsHospital.org** for current information on support groups, the latest healthcare information, and health and prevention tools.

Thank You for Trusting Us

Thank you for choosing Glens Falls Hospital for your upcoming healthcare needs. Our skilled and dedicated physicians, nurses and staff have one priority in mind—your health and safety. Our primary goal while you are here is to ensure you and your family stay safe, informed, comfortable and satisfied.

Every hour of every day, residents of the southern Adirondack region choose Glens Falls Hospital for their healthcare needs. In addition to a range of inpatient and outpatient services, including cancer and obstetric care, surgery, and rehabilitation and behavioral health services, our skilled network of physicians and staff provide primary and specialized outpatient care at more than 20 locations throughout the region.

I encourage you to let us know how we are doing by sharing your experiences, compliments or suggestions for improvement with us. Your input is an essential part of our commitment to continuously improve and enhance our services. Please feel free to share your experiences with your nurse, patient representative or with me either during or after your stay.

I hope this guide is a helpful resource to you, and your time here is as comfortable as possible. Best wishes for a safe and successful transition back to your home.

Sincerely,

A handwritten signature in dark ink that reads "Dianne Shugrue". The signature is written in a cursive style.

Dianne Shugrue
President and CEO

CONTACT US

100 Park St. • Glens Falls, NY 12801
518-926-1000 • GlensFallsHospital.org

Why We Are the Right Choice for Your Care

Glens Falls Hospital CARES by Demonstrating:

- Collaboration
- Accountability
- Respect
- Excellence
- Safety

Our Vision

We will be known as the premier system of patient-centered healthcare for the region, distinguished by our passion for and excellence in quality and service.

We Will Achieve This Through ...

A process of emphasizing a culture that inspires continuous improvement of our performance, our results and ourselves.

Accredited by:

- DNV GL - Healthcare
- College of American Pathologists
- American College of Surgeons
- American College of Radiology
- American Association of Diabetes Educators
- Intersocietal Accreditation Commission (IAC)
- American Academy of Sleep Medicine
- American College of Radiation Oncology

Approved by:

- New York State Department of Health

A Member of:

- The Healthcare Association of New York State
- The American Hospital Association
- Adirondack Health Institute

Licensed by:

- The New York State Department of Health

Accolades:

- American Nurses Credentialing Center - Magnet Recognition Program® for Nursing Excellence
- American Heart Association - Mission: Lifeline - STEMI Receiving Center Bronze Achievement Award Hospital
- Blue Cross Blue Shield - Blue Distinction Specialty Care Center for Maternity Care - The Joyce Stock Snuggery
- NYS Department of Health Designation - Center of Excellence for Alzheimer's Disease
- NYS Department of Health Designation - New York State Stroke Center

Phone Directory

Key Numbers

Main: 518-926-1000 | **Billing:** 518-926-5100 | **Discharge:** 518-926-3300

Gift Shop: 518-926-2795 | **Nutrition Services:** 518-926-2614



Calling from **INSIDE** the hospital?
Dial the *last four* digits only.

OTHER HOSPITAL SERVICES

Book/ Magazine Cart	518-926-2785	Patient Experience Department	518-926-3450
Care Management	518-926-3300	Patient Financial Assistance	518-926-5111
Health Information Management	518-926-5402	Privacy Officer	518-926-1917
Lost and Found	518-926-2740	Quiet Line	518-926-5800
Meal Takeout Service	518-926-2233	Volunteers	518-926-2780
Pastoral Care	518-926-3531		

*For more information on the resources available at Glens Falls Hospital,
visit GlensFallsHospital.org.*

Our Commitment to Care

Patient Satisfaction Matters to Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact the Patient Experience Department at 518-926-3450 or PatientExperience@glensfallshosp.org. You also have the right to file your complaint with either:

New York State Dept. of
Health Centralized Hospital
Intake Program
Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237
Phone: 1-800-804-5447

DNV GL - Healthcare Office
Attn: Complaints
400 Techne Center Dr.
Suite 100
Milford, OH 45150
Phone: 866-496-9647
Website: www.dnvglhealthcare.com/hospitals
Email: hospitalcomplaint@dnvgl.com



MAKING A DIFFICULT HEALTHCARE DECISION?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 18). Our Ethics Committee can help your team of support people make difficult decisions. For help, contact the Patient Experience Department at 518-926-3450.



How Are We Doing?

We want you to be satisfied with your care. To help, speak up if we can ...

Respond quicker to your needs

Explain things more clearly

Help keep your room clean or quiet

Ease your pain

Help you understand your treatment plan

After Your Stay

Once you leave our care, we will continue to seek your feedback through the **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital environment

Inpatients may receive a survey from Press Ganey either through the mail, by email or by text message. Please take the time to complete it. The results help us to know what we're doing right and where we can improve.

Want to Know How We Score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare - Care Compare, which uses HCAHPS results and other data: www.medicare.gov/care-compare

You also can find information on hospitals through these accrediting organizations:

- Healthcare Facilities Accreditation Program (HFAP): www.hfap.org
- DNV GL Healthcare: www.dnvglhealthcare.com/hospitals
- The Joint Commission: www.qualitycheck.org

Post-Discharge Calls

Glens Falls Hospital cares about you after you have been discharged. Within 48 to 72 hours of discharge, one of our nurses may contact you to be sure you understand your instructions, made follow-up appointments and filled your prescriptions, and to answer any other questions you might have.



Fast Facts About Your Stay

An A-Z Guide to the Most Frequently Asked Questions

ATM

ATMs are located in the Tower lobby and near the cafeteria on the lower level of the hospital.

Au Bon Pain

Located on the lobby level across from the Gift Atrium, Au Bon Pain provides a variety of hot and cold breakfast items, hot soups, panini sandwiches, salads and desserts. Takeout and limited seating is available. Au Bon Pain accepts cash and all major credit cards.

Cafeteria

Location: Near the central elevators on the lower level

Hours: Monday through Friday, 6:30 a.m. to 7:00 p.m.

Your family and friends are welcome to choose from a variety of entrées, salads, beverages, desserts and snack items. Cash, Visa and Mastercard are accepted.

Calling Your Nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the call button near your bed. Call buttons also are located in each bathroom for your safety and convenience. If you have any questions on how to use the call button, ask a staff member to show you.

Care Management

The Glens Falls Hospital Care Management Department has case managers and social workers to ensure patients receive medically appropriate services during and after hospitalization. Our goal is a seamless transition to the next level of care, whether that be post-acute rehabilitation or home. If you have questions about the care management/discharge planning process or wish to speak to your case manager, please contact your nurse.

Cellphones

You may use a cellphone if it's more than a meter (40") from any energized medical equipment. If any medical equipment shows signs of malfunction, you must shut off the cellphone immediately. In the immediate vicinity of cardiology services, we encourage visitors to turn off their cellphones.

Electrical Appliances

Health Department regulations prohibit the operation of patient-owned electrical appliances, such as hairdryers or electric razors, in the hospital. Some battery-operated appliances may be used with permission from your nurse.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual

emergency, hospital staff will tell you what to do.

Flowers

Flowers are delivered to patient rooms by individual florists. Please note that flowers are not allowed in Intensive Care units.

Gift Atrium

The Gift Atrium is located in the Tower lobby. It is open Monday through Friday from 9:00 a.m. to 5:00 p.m. You can also reach them directly by calling 518-926-2790. Proceeds from the Gift Atrium benefit patient and hospital services.

Guest Meals

Guest meals are available for family and friends. These meals are delivered to the patient's bedside at the normal meal delivery times. Please call ext. 2614.

Hospital Safe for Valuables

If you are unable to send your valuables home, do not keep them unsecured at your bedside. Call the hospital operator or ask a member of the nursing staff to assist you in securing your valuables. Our Security Department will secure your valuables until you need an item or are discharged.

Hospital Security

Security officers serve the hospital community 24 hours a day, seven days a week. They patrol the corridors and grounds, provide escort services, help with parking issues, and assist with any safety or security concerns. If you require assistance from hospital security, dial 0 for the hospital operator.

Interpreter Service

If needed, you will be provided the services of our Video Remote Interpreting computer. This service is provided for spoken languages other than English and American Sign Language. Pocket Talkers for the hearing impaired are available upon request to your nurse. Auditory recordings and large print copies of Transition of Care Summaries are available upon request for the blind and visually impaired. Questions about interpreter services can be directed to the Patient Experience Office at 518-926-3450, Monday through Friday, 8:00 a.m. to 4:00 p.m. or by calling the operator and asking for a nursing supervisor on weekends and holidays or after hours.

Lost and Found

If you have lost a personal item during your stay, please notify your nurse who will contact Lost and Found on your behalf. The Security and Patient Experience departments also are available to assist you at 518-926-2740 or 518-926-3450.

Mail

Upon submission, a Glens Falls Hospital volunteer will hand-deliver mail and packages. Mail received after you leave the hospital will be forwarded to your home. You may take outgoing mail to the nursing station or give it to your attending nurse. Postage stamps are available in the gift shop.

Glens Falls Hospital offers eCards, a free, secure, online service that allows internet users to email

personalized get-well wishes to a patient. People can visit **GlensFallsHospital.org**, select “Visitors” under the “Patients & Visitors” tab, then click “Send an eCard.” Upon submission, a Glens Falls Hospital member will hand-deliver the message in a sealed envelope to the patient’s room within 24 hours.

Meal Takeout Service

A variety of menu selections are available for takeout. In addition, whole pizzas with a variety of toppings are available for takeout service from the cafeteria between 11:00 a.m. and 6:00 p.m. (not available on weekends or holidays). To place your order, please call ext. 2233.

Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

Pastoral Care

To support your spiritual identity, a certified chaplain is available to any patient in the hospital. Also the Albany dioceses of the Roman Catholic and Episcopal churches provide a chaplain whose primary ministry is to members of these faith communities. Clergy of all major religions are welcome to visit you in the hospital, if you wish. A list of patients containing their religious affiliation is provided to clergy. If you choose to opt out of the clergy directory, your name will not be

included in this list. You may contact the hospital chaplain by speaking to your nurse or calling ext. 3531.

Patient Meals

Meals are prepared with your special needs in mind. A diet clerk will interview you daily for your meal selections. You may place your meal orders by phone by calling ext. 2614.

Your meals will be served between the following hours:

- Breakfast: 7:00 a.m. to 8:00 a.m.
- Lunch: Noon to 1:00 p.m.
- Dinner: 5:00 p.m. to 6:00 p.m.

Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Glens Falls Hospital cannot be responsible for replacing personal belongings.

Pharmacy

Located on the main floor near the central elevators. Most major insurances accepted.

Hours: Monday through Friday, 7:00 a.m. to 5:00 p.m.

Public Restrooms

For everyone’s health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Smoking

New York state law strictly prohibits smoking anywhere on hospital grounds. Because of the documented harmful effects of smoking, Glens Falls Hospital maintains a tobacco-free environment throughout the grounds. Ask your healthcare provider about tobacco management that will meet your needs.

Telephone

Glens Falls Hospital provides a phone for each patient bed, with the exception of Behavioral Health. Your family and friends are able to call you directly by dialing 926 plus your extension (located on the phone next to your bed). To make an outside call, dial 9, wait for the tone, then dial the number you are trying to reach.

To use 1-800 numbers and to dial long distance, please dial 0 for the hospital operator. Long-distance calls must be dialed collect, billed to your home phone, or paid for with a prepaid phone card.

TV

Our patient rooms have safe, low-voltage color TVs provided free for your enjoyment. Closed captioning is available on all TVs. Channels 83 and 85 offer hospital information and education. The Care Channel is available on Channel 74 for quiet, soothing music and visuals.

Vending Machines

Visitors may purchase snacks and limited beverages in vending areas located throughout the hospital. An additional vending machine is located near the cafeteria on the lower level of the hospital. Most waiting rooms also have vending service.

Visiting Hours

For specific visiting hours and guidelines, check with your nurse, or visit **GlensFallsHospital.org** for the latest visitation guidelines. Any restrictions or limitations to visitation will be based on patient consent and/or clinical need. Please note that visitors are asked to observe Quiet Times daily from 8:00 p.m. to 7:00 a.m. to give our patients the ability to rest and recuperate.

Glens Falls Hospital encourages the use of virtual visitation via digital devices to stay in touch with patients. The hospital can provide iPads to those who don't have technology to communicate with loved ones. If you are interested in virtual visitation, please contact Patient Experience at 518-926-3450.

Please note: During flu season, the New York State Department of Health requires specific guidelines and precautions to prevent the spread of influenza. Please refer to posted guidelines throughout the hospital, or speak to your nurse about any questions or concerns.

Visitor Guidelines

Glens Falls Hospital recognizes the important role visitors can play in helping someone through a hospital stay. We are proud to provide a Visitor Management Program to ensure the safety and security of all patients, visitors and staff. Visitors will be greeted by Security at all Glens Falls Hospital entrances and asked to show a photo ID. A photo will be taken and a visitor badge will be issued to allow access to the campus.

Please note, there may be times when it is clinically necessary to restrict the number of visitors and/or duration of a visit. Check **GlensFallsHospital.org** for the most up-to-date visitation guidelines before arriving at the Hospital. For the comfort and safety of the patient, we ask that you follow these guidelines:

- Because of the harmful effects of smoking, Glens Falls Hospital maintains a smoke-free environment.
- Due to concerns for the safety of our patients, all visitors are asked to clean their hands before and after visiting patients. Clean your hands with soap and water or alcohol-based gel available throughout the hospital and in every patient room. Additionally, visitors are asked to follow any isolation precautions while visiting. We hope these requests will create a safe and healthful environment for all patients, staff and visitors in the hospital.
- Many patients are on controlled diets. Check with the nurse before bringing in outside food.

- Please do not use restrooms located in patient rooms. A nurse or other Glens Falls Hospital staff member can direct you to the nearest public restroom.
- Firearms and other weapons are not permitted on hospital property, except in the case of on-duty law enforcement officers.

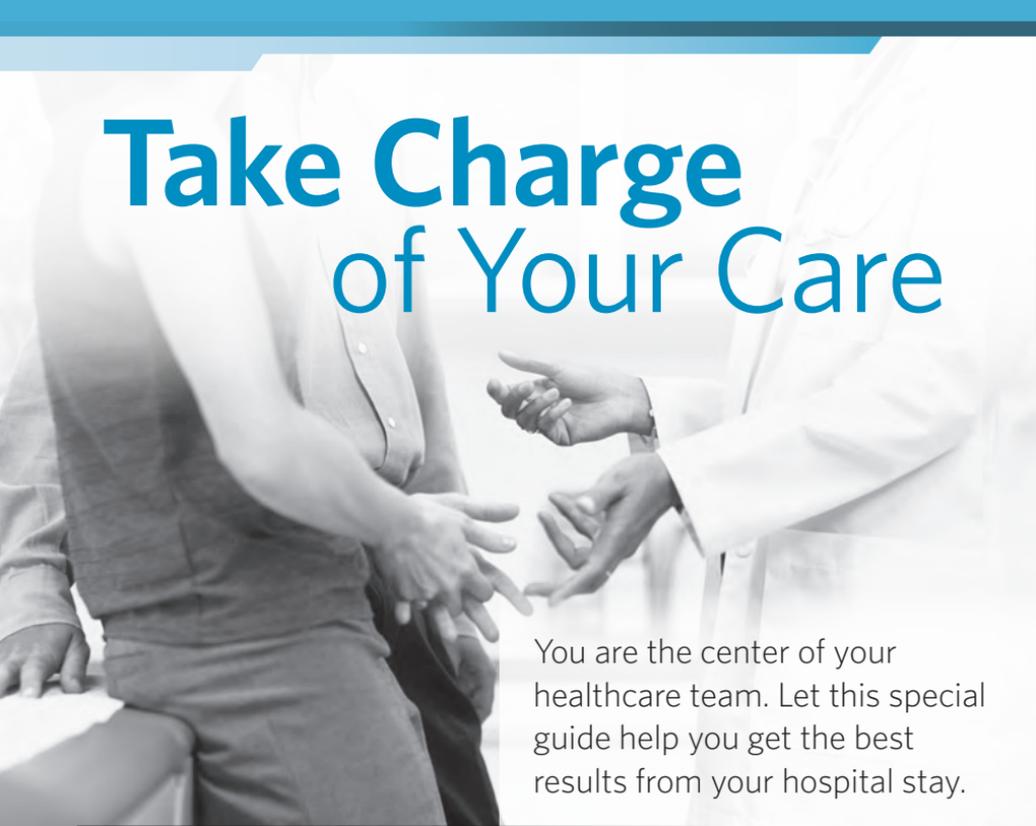
These guidelines have been established to ensure your loved one or friend is treated in a quiet, healthful environment, with time for visitors as well. In semi-private rooms, the privacy and need for rest of both patients should be of the utmost consideration. Your cooperation in maintaining a peaceful and comfortable atmosphere for all patients is greatly appreciated.

In the event that the hospital must restrict a patient's visitors or other forms of communication based on therapeutic effectiveness, this will be fully explained to the patient and family/friend, and will be determined with their participation. Thank you for your cooperation.

Visitor Policy

You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients. For questions about your visitation rights, contact Patient Experience at 518-926-3450.

Take Charge of Your Care



You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak Up! If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

What language would you prefer to speak?

Do you need glasses, hearing aids or other devices to help with talking to hospital staff?

Do you prefer to hear, see or read health information?

Do you have any cultural, ethnic or religious-based special needs?

Who will be your support person who talks with hospital staff about your healthcare wishes?

Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?



Your Caring Neighbor in Home Healing

 **Visiting Nurses Home Care**
The Perfect Balance of Healing & Home
518-694-9907

Home health aides, personal care aides, & companions to support you at home

Do you, or someone you love, need some help after leaving the hospital?

WE'RE HERE FOR YOU

 **VNA of Albany**
The Perfect Balance of Healing & Home
518-489-2681

Physician-directed skilled nursing & rehab therapy services to assist in your recuperation



We're Not About Cancer. We're About People.

To get support visit www.ImermanAngels.org

One-on-one cancer support. Talk to someone who has been there.



IMERMAN ANGELS
Your One-on-One Cancer Support Community



Safe, Quality Care You Can Trust

The Pines at Glens Falls, an affiliate of National Health Care Associates, is the name our neighbors have trusted for many years to provide exceptional care and customer services.

Call us to learn more or to schedule your virtual tour:



518.793.5163

- Physical, Occupational and Speech Therapies - 7 Days/Week
- Orthopedic Injuries and Post Surgical Care
- IV Therapies
- MD/Medical Provider On-Site Daily
- Certified Wound Care RN
- Pulmonologist and Respiratory Therapist
- Admissions Accepted 24/7

The Pines
at Glens Falls
Center for Nursing & Rehabilitation

170 Warren Street
Glens Falls, NY 12801
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- Medical Social Work
- Home Health Aides
- Nutrition Services



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Home Care

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WARREN COUNTY HEALTH SERVICES



Division of Home Care
Certified Home Health Agency



Caring for the Community, in the Comforts of Your Home

We have over 55 years of experience providing quality home care to all residents of Warren County in need of intermittent, professional skilled services. Services are available 7 days a week. Our goal is to make care as comfortable as possible for our patients and families.

- Nursing
- Wound Care
- Restorative Care
- Palliative Care
- Home Telemonitoring
- IV Therapy
- PRI/Screen Assessment
- Physical, Occupational & Speech Therapy
- Nutritional Services
- And More...

We Are Honored to Be Warren County's LONGEST-Running Home Care Agency

1340 State Route 9 (Municipal Center) • Lake George, NY 12845
(518) 761-6415 • Toll Free: (800) 755-8102 • Fax: (518) 761-6562
warrencountyny.gov/healthservices

▶ HELPING MANAGE YOUR LOVED ONE'S MONEY

☰ UNDERSTANDING BENEFITS



Find articles, tips and tools from experts and others who have been in your place.

aarp.org/caregiving
1-877-333-5885

Caregiving Resource Center
Care for your loved one.
Care for yourself.





4 Things to Know About COVID-19 Vaccines

- 1 Getting immunized against COVID-19 will protect most people from getting sick or becoming seriously ill.
- 2 Health experts at the FDA ensure that all vaccines are effective and safe before they're recommended in the United States.
- 3 Protecting yourself also helps protect people around you who are at higher risk or have weakened immune systems.
- 4 COVID-19 vaccines are being provided free of charge to all people living in the United States.



Get the latest information at
[GetVaccineAnswers.org](https://www.getvaccineanswers.org)

7 Key Ways TO TAKE CHARGE OF YOUR CARE

SPEAK UP. Ask questions and voice concerns. It's your body, and you have the right to know.

PAY ATTENTION. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

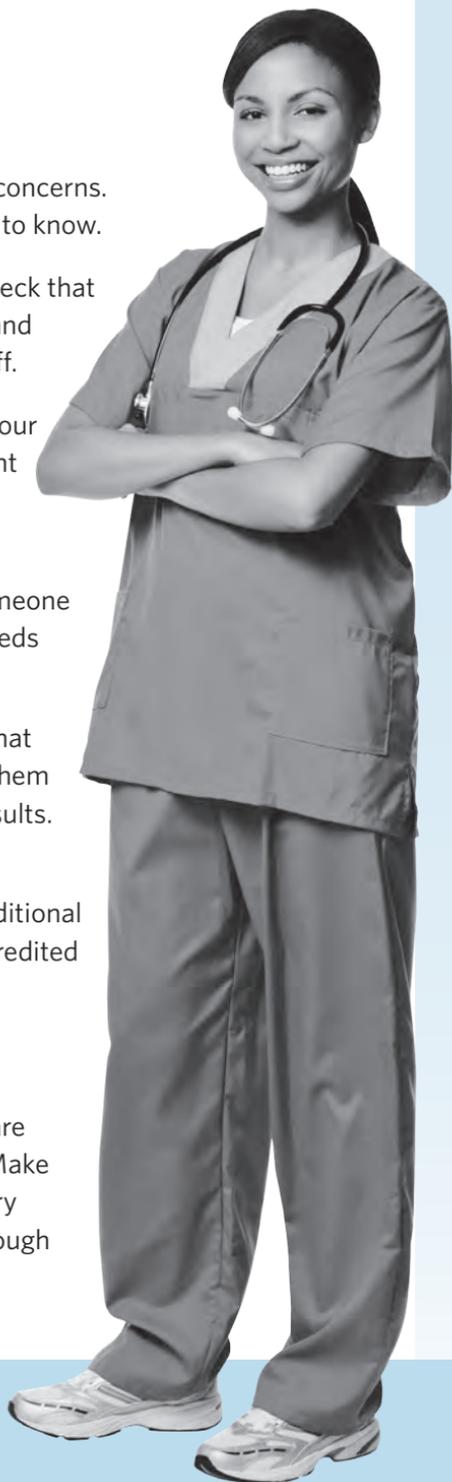
EDUCATE YOURSELF. Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

FIND A SUPPORT PERSON. Pick someone to help speak up for your care and needs during your stay.

KNOW YOUR MEDS. Understand what your medicines treat, why you need them and how to take them for the best results.

CHECK BEFORE YOU GO. Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

PARTICIPATE IN YOUR CARE. You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.



Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.



Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.

Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

Always double-check your name with staff to avoid errors.

This may seem repetitive at times, but it helps ensure you receive the correct care.

5 Ways to Fight Infections

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1 Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom

2 Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

CLEANING TIP:

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).



3 Cover if you are sick. If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4 Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5 Keep your vaccinations up-to-date. Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

Don't Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse.

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

Which words describe your pain?

- | | | | |
|---|-----------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> aching | <input type="checkbox"/> cramping | <input type="checkbox"/> pressure | <input type="checkbox"/> shooting |
| <input type="checkbox"/> bloating | <input type="checkbox"/> cutting | <input type="checkbox"/> pulling | <input type="checkbox"/> soreness |
| <input type="checkbox"/> burning | <input type="checkbox"/> dull | <input type="checkbox"/> radiating | <input type="checkbox"/> stabbing |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> numbing | <input type="checkbox"/> searing | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> constant | <input type="checkbox"/> pressing | <input type="checkbox"/> sharp | <input type="checkbox"/> tightness |

How bad is it on this pain scale?

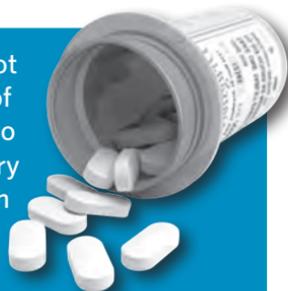
Wong-Baker FACES® Pain Rating Scale



*Copyright 1983, Wong-Baker FACES® Foundation, www.WongBakerFACES.org. Used with permission.

You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.



Your Health Records Rights

You Have the Right to See Your Own Health Records

Effective January 1, 1987, New York state law requires all healthcare practitioners and facilities to grant patients access to their own medical records. However, some restrictions may apply.

Who May Request Information?

Patients and parents or guardians who have authorized their child's care may request information. You will be required to put your request in writing. Upon receipt of your request, the healthcare provider has 10 days to provide an opportunity for you to inspect your records. You also may request copies of the records. The provider may make reasonable charges to you to cover the cost of reviewing the records and any copies you request. You cannot be denied access to the records simply because you cannot pay the costs of inspection. The provider has the right to review the records before granting you access. The provider may decide to deny access to all or part of the record if one of the exceptions to the law applies. In such cases, the provider may give you a prepared summary of the record.

Contact Health Information Management at 518-926-5402 for copies of medical records.

Can Denial of Access Be Appealed?

Yes. If access is denied, you may appeal. The provider is required to give you a form explaining the appeals process. If you wish to appeal, complete the form and mail it to the Access to Patient Information coordinator at the New York State Department of Health. A medical records access review panel will review the records, provide you and the provider a reasonable opportunity to be heard, and issue a written determination. If the review committee decides that you should have access to the records, the practitioner must comply.

If the committee agrees that access may reasonably be denied, you still have the right to seek disclosure through a court proceeding. However, if the committee decides that parts of the record are personal notes, the decision is final and cannot be reviewed in court.

Other rights and limitations may be involved. If you have problems gaining access to your medical records and need more information, write to the Access to Patient Information coordinator, New York State Department of Health, Office of Professional Medical Conduct, 433 River St., Suite 303, Troy, NY 12180, or call 518-402-0814.

Advance Directives

FILL OUT YOUR FORMS

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to obtain the forms you need, contact the Patient Experience Department at 518-926-3450. Information packets are also available at Registration and from your unit nurse.

MOLST

These are Medical Orders for Life-Sustaining Treatment—a document completed with your physician regarding Do Not Resuscitate and Do Not Attempt CPR orders.

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions Department or nurse if you have any questions. Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Healthcare Proxy

This is a legal document that names your healthcare proxy (agent)—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc.

We encourage you to discuss your feelings and wishes concerning your healthcare decisions with your physician, family and the proxy (agent) and alternate proxy (agent) you may designate to act on your behalf. You should provide them with copies of the document(s). It is extremely important that you keep your documents in a safe, accessible place and bring them with you to the hospital each time you are a patient so they can be noted in your medical chart.

Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

Before You Leave the Hospital

A successful recovery after your stay starts with a solid plan before you go.

Plan Early to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.qualitycheck.org
- www.medicare.gov/care-compare



Checklist for Discharge

Make sure you have the following information before you leave the hospital.

Discharge summary.

This includes why you were in the hospital, who cared for you, your procedures and medicines.

Medicine list. This

includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

Prescriptions. Check that your pharmacy has your new prescriptions and that you have a plan to get them filled.

Follow-up care instructions. Beyond medicine, this can include:

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions

After-hospital services. Know how much support you'll need in these areas:

- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Healthcare:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

Local resources. Ask your discharge planner for help finding local after-care services or other support groups.

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

Understanding Your Bill

Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

Medicare

If you have Medicare, you may have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.



KEEPING TRACK

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

Commonly Confused Terms



- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.

Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements

If you are planning to pay your bills without help from Medicare or a commercial insurance provider, then you will get bills directly from the hospital.

In addition to a bill for hospital services, you also may receive a bill for certain professional services provided by the physicians responsible for your care.

Financial Help

Glens Falls Hospital recognizes that there are times when patients in need of healthcare services are unable to pay for the services provided. If you are uninsured, you may be responsible for the entire bill for services depending upon your financial status. If you are currently facing financial difficulty, you may qualify for Medicaid, our Charity Care program or other available public funds. Our staff will assist you in completing the financial aid forms and will walk you through each step in the process. If we can assist, please call 518-926-5111.

Need Help?

If you have questions or difficulties paying your bill, our Patient Financial Services Department would be pleased to assist you with payment options. Please call 518-926-5111.

Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when partners or spouses are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.

Domestic Violence Assistance

Local Law Enforcement

Glens Falls Hospital employees can help you contact local law enforcement agencies.

Hospital Resources

Care Management: 518-926-3300

Behavioral Health Services:

518-926-3210

Get help now. Get safe.

Call 24 hours a day 1-800-942-6906 (English) or 1-800-942-6908 (Spanish), TTY for the Hearing Impaired 1-800-818-0656 (English) or 1-800-780-7660 (Spanish and includes a language bank of 140 different languages).

HIV Testing

Per New York state law, HIV testing must be offered to all persons between the ages of 13 and 64 receiving hospital services. This test is voluntary and requires the consent of the person being tested

or someone authorized to provide consent for the individual. Patients should be asked directly in writing or orally.

Amanda's House

Glens Falls Hospital is pleased to offer patients and families of patients complimentary accommodations at Amanda's House. The house is a three-bedroom home located just under a mile away from the hospital. Guests stay in private rooms with cable television. The house has common laundry facilities, kitchen, dining, living room and bathrooms. The house is not modeled after a hotel—it is more like a home away from home when you need it most. For reservations in advance, call 518-792-7212 or for immediate availability, speak to the nurse manager on duty.



Giving Back

Glens Falls Hospital is committed to providing quality healthcare regardless of the patient's ability to pay. You can help us help others by making a contribution to Glens Falls Hospital Foundation. Your gift will also help us enhance our services, programs and facilities to better care for our community.

Make Your Gift Today

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You may also remember Glens Falls Hospital in your will and through life insurance, among other gift options.

For more information, contact:

Glens Falls Hospital Foundation
518-926-5960

Thank you in advance for your gift.

Want to Volunteer?

Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families. For more information or to volunteer, call 518-926-2780.

Organ Donation

Organ donation represents the most generous gift of life one person can give another. If you would like to sign a donor card or want more information about organ donation, contact the Patient Experience Department at 518-926-3450.



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