



Patient Guide



Welcome to UHS



To You, Our Valued Patient,

From the moment you enter our hospital, we want you to feel that you are among friends. Our goal is to make your visit as comfortable and beneficial as possible. You are a very important person to us, our reason for being here.

Physicians, nurses and many others who make up our team work day and night to keep you and your care at the center of everything we do. We are dedicated to providing you with excellence in care and service, through the professional expertise of our team and a sincere concern for your recovery and well-being.

This guide is intended to help you learn about and understand the services available to you, your family members and your visitors during your hospital stay. If you have questions, please ask. Our goal is to ensure that you have the best healthcare experience of your life.

Thank you for choosing UHS for your care.

John M. Carrigg

President and Chief Executive Officer
UHS

Your Health Care Team is:

NAME

TITLE

FUNCTION

[illegible]

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UHS System



UHS is a comprehensive regional healthcare system whose mission is to improve the health of those we serve through our commitment to excellence in all that we do. A 916-bed, not-for-profit system, UHS is the Southern Tier's largest provider of hospital and related medical, surgical and rehabilitative services. We are a major center in furnishing such advanced services as heart surgery, brain and spinal cord surgery, minimally invasive surgery, high-risk obstetrics, neonatal intensive care, hemodialysis, cancer care, chemical dependency treatment, mental health services and medical rehabilitation.

The members of UHS are:

- **UHS Wilson Medical Center**, a 280-bed, tertiary-care facility in Johnson City, designated as a trauma, stroke and chest pain center, and providing the latest in heart, cancer, neurosurgical and maternity care.
- **UHS Binghamton General Hospital**, a 220-bed hospital in Binghamton, providing general medical, surgical and rehabilitative services.
- **UHS Chenango Memorial Hospital**, Norwich, a 138-bed community hospital and residential healthcare facility serving Chenango County.
- **UHS Delaware Valley Hospital**, Walton, a critical-access, 25-bed facility serving Delaware and northern Sullivan counties.
- **UHS Medical Group**, a multi-specialty group medical practice consisting of 130 primary care and specialty physicians.
- **UHS Physician Practices**, operated by UHS, the Southern Tier's largest network of primary care offices, clinics and care centers, with more than 50 locations in Broome and surrounding counties.
- **UHS Primary Care**, providing diagnosis, treatment and preventative care to people of all ages at over 25 locations throughout the region.
- **UHS Senior Living at Ideal**, Endicott, a full-service senior living environment with a 150-bed skilled nursing facility, plus independent- and assisted-living options.
- **UHS Home Care**, providing home health nurses, aides, specialists, medical supplies and durable medical equipment for the home care patient.

We are affiliated with:

- **UHS Foundation**, which supports innovation, service and quality by managing contributions and providing grants to programs within the UHS system.

MISSION, VISION, VALUES

UHS Hospitals is a not-for-profit provider of healthcare services and is part of UHS, an integrated healthcare delivery system serving New York's Southern Tier and surrounding areas.

The Mission of UHS is to improve the health of those we serve through our commitment to excellence in all that we do.

UHS, the region's leading integrated healthcare system, will demonstrate exceptional value in the delivery of coordinated, patient-centered care." This is *our vision*.

We are committed to the ***values of UHS***, which we believe reflect the values and aspirations of the people and communities we serve. These values guide our actions and decisions. Our values are:

Caring means we show compassion in how we treat others. We show sensitivity to their concerns, problems or pain. We reassure them that they are not alone.

Service means helping others get what they need, and, where possible, giving even more than they expect. We pledge to provide service to all in need regardless of their financial means, race, creed or other life circumstances.

Respect means seeing the best in others regardless of who they are. We offer each person our respect and understanding, recognizing their special needs and individuality in our words and actions.

Integrity means we are honest in what we say, and we are true to our word. Honesty and competence are fundamental to our relationships with others.

Learning means improving our knowledge and skills to benefit others. We seek the knowledge, wisdom and insight that will enable us to best serve and care for others.

Partnership means we use teamwork to accomplish more than any of us can accomplish working alone. We believe we can best serve and care for others by blending the talents and dedication of many caring people and organizations.

Stewardship means we use our community's health resources wisely. The community has entrusted us with responsibility to manage our health system for the benefit of both current and future generations.

As a patient in our hospital



Patient Relations Representative

Our patient relations representative is here to assist patients, families and visitors in the interpretation of the hospital's philosophy, policies, procedures and services offered. The patient relations representative can assist with any hospital-related concerns or questions, and will help recognize and remove institutional obstacles to providing high-quality healthcare by acting as a liaison between the patient and the hospital.

If you have a question, concern or complaint, please speak with your nurse or the nurse manager of the unit first. If your needs are not met, contact our Patient Relations office at extension 6777. (From an outside phone or cell phone dial 762-2777 for UHS Binghamton General or 763-6777 for UHS Wilson.)

Patient Identification

Every time you come to one of our hospitals or clinics for service, we are asking that you present a photo identification, such as your driver's license, passport or other government-issued picture ID.

These measures are being taken to prevent identity theft — i.e., preventing someone from receiving medical care under your name, and you later receiving the bill.

Medical identity crime is a growing concern across the country. Nationwide there have been many cases of an individual impersonating someone else by using the victim's name, Social Security number or health plan number.

In 2008, Congress passed the laws known as the Red Flag Rules, enforced by the Federal Trade Commission (FTC), which are aimed at curbing such deceptions. Under the new rules, hospitals, doctor's offices and other organizations that issue credit—by providing a service now and billing for it later—are required to have identity theft prevention programs in place.

Ethics Committee

Families and patients sometimes face difficult decisions regarding healthcare. While these matters are best discussed with your doctor, differences of opinion can exist and can be difficult to resolve. Our Ethics Committee can help by providing you and/or your family with information regarding the ethical considerations that pertain to a health care situation or decision. You or your family may request an ethics consultation at any time; however, before doing so you should try to obtain information or resolve issues through discussions with your physician, our staff and administration, or your patient representative. To request an ethics consultation, call Patient Relations at extension 6777. (From an outside phone or cell phone dial 762-2777 for UHS Binghamton General or 763-6777 for UHS Wilson.)

Advance Directives

If you have already completed any of the advance directives forms to designate your wishes about your care, please let us know and bring a copy with you to the hospital. If you have not, please read this information about the types of advance directives:

Health Care Proxy

New York Health Proxy Law allows you to appoint someone you trust to decide about your treatment if you lose the ability to decide for yourself. You can give the person you select—your healthcare agent—as little or as much authority as you wish. You can allow your agent to decide about all health care or only certain treatments. Hospitals, doctors and other healthcare providers must follow your agent's decisions as if they were your own. If your doctor decides you cannot make healthcare decisions for yourself, your agent must follow your oral and written instructions as well as your moral and religious beliefs. That is why it is important to discuss your wishes with your family, close friends and physician before signing a Health Care Proxy form. You can appoint a healthcare agent by signing a proxy form before two witnesses. The form, prepared by the New York State Department of Health, is available at our hospitals. Ask your doctor or our Admissions staff. For additional information, call Patient Relations at extension 6777 (From an outside phone or cell phone dial 762-2777 for UHS Binghamton General or 763-6777 for UHS Wilson.)

Healing MOLST

The Medical Orders for Life Sustaining Treatment (MOLST) increases the likelihood that an individual's wishes will be honored by allowing healthcare providers to record the patient's preferences regarding cardiopulmonary resuscitation (CPR), mechanical intervention, and other life-sustaining treatments onto one form as a physician order.

Do Not Resuscitate Order (DNR)

The decision, mutually agreed upon by the patient, family and physician, not to initiate CPR. (DNR does not mean withholding other types of care or compromising the quality of care).

Living Will

This is a signed statement, made in advance, indicating your views and specific wishes concerning medical care, should you become unable to make such decisions for yourself.

Durable Power of Attorney

This is a legal document with which you empower another person to make personal financial decisions for you should you become unable to make such decisions for yourself.

Interpreter Services (free of charge)

There may be instances during your stay that you require an interpreter. We will provide this service free of charge for non-English-speaking patients and families. A sign language interpreter is also available. If you need an interpreter, a staff member will be happy to assist you.

Hearing-Impaired Services

Telecommunications devices (TTY), amplified phone receivers and a television telecaptioner device (TTD) for closed-captioned television viewing are available for the hearing impaired free of charge. For these services, ask your nurse or call Patient Relations at extension 6777 (From an outside phone or cell phone dial 762-2777 for UHS Binghamton General or 763-6777 for UHS Wilson.)

Tobacco-Free Facility

UHS promotes the benefits of a tobacco-free environment and prohibits smoking and all other forms of tobacco use on its premises. This ban includes patient rooms, entrance ways, coffee shops, lobbies, lounges, corridors, restrooms and parking lots. If you are interested in quitting smoking while you are a patient in the hospital, talk with your nurse or physician. UHS also offers a tobacco cessation service by phone by calling 5555 (763-5555).

Call Button

A call button is available near your bed. If you need help, press the button and a member of the nursing staff will answer in person or on the intercom system. Please explain your needs and we will be with you promptly. Emergency call bells are located in patient bathrooms and showers.



Valuables and Personal Property

The hospital cannot assume responsibility for valuables kept in your room. You can help us protect your dentures, eyeglasses, hearing aids, etc., by insuring that these items are labeled with your name and are kept in a protective case while not in use. If you brought expensive clothing, checks, credit cards, jewelry or large amounts of cash to the hospital, please send them home with a family member or friend. When necessary, the cashier's office will hold, for safekeeping, any valuables not exceeding \$500. Your nurse can arrange this for you.

Catering to You

Patients at UHS Hospitals can enjoy a wide range of meals served at the bedside. "Catering to You" offers customized meals that are designed with your individual needs, preferences and dietary restrictions in mind. A menu is provided when you are admitted. A room service associate will visit you at your bedside to ask for your meal selections, such as breakfast, lunch, dinner or a snack. Catering to You emphasizes healthful food and nutritional meal choices that will help you on your journey toward healing and recovery.

Café and Cafeteria Dining

UHS Wilson Medical Center – Dining is available at the Harrison Street Café, located in the Harrison Street Lobby and Gift Shop area. Breakfast, lunch and dinner are served, and on-the-go items also are available. The café is open from 6:30am to 6:30pm, Monday through Sunday. In addition, an outdoor dining option is open in the parking lot on Baldwin Street, across from the Emergency Department. You can dine under the big tent, rain or shine, with mobile food vendors on hand to offer a variety of breakfast, lunch and dinner choices, from sandwiches to grilled items. Coffee is provided free of charge at UHS Wilson, at kiosks located in the Harrison Street, Decker and third-floor Towers lobbies.

UHS Binghamton General Hospital – The Cafeteria is located on Level G of the Memorial Building. Breakfast is served from 6:30 to 9:30am; lunch from 10:45am to 1:30pm; and dinner from 4:00 to 6:30pm. Beverages and snacks are available from 9:30 to 10:45am and from 1:30 to 4:00pm. Also at UHS Binghamton General, the South Side Café is located in the hospital's main lobby on Mitchell Avenue; it is open from 10:00am to 3:00pm, Monday through Friday, except holidays. At the café, beverage service is available from 9:00 to 10:00am and from 3:00 to 4:00pm. For café take-out service, call extension 2322 (762-2322 from a cell or outside phone).

Television and Telephone

Rooms are equipped with telephones and remote-controlled, cable, color televisions that are available for a nominal fee. While you enjoy television programming, please remember to respect the rights of others and keep the volume low. Complimentary headphones are available. To activate your television, please call extension 6428 to speak to a Customer Service Representative 24 hours a day, seven days a week. Using your telephone, you can easily make local calls by first dialing 9 and then the number. For long distance calls, dial 9 for an outside line, then dial 0 for the Spectra Corporation (the company that provides these services for us) operator. You will need to transfer the charges to your home phone, reverse the charge to the number being dialed or provide a credit card number. Calls cannot be billed to your room.

For inpatient stays of more than 24 hours, an \$8 daily fee will be charged, with a maximum cost not to exceed \$56 in a 30-day period for adult patients and \$35 for pediatric patients. This is an all-inclusive charge for both television and telephone use. VISA, MasterCard and Discover are also accepted. Federal law prohibits UHS from including the television and telephone charges into your daily room rate.

For problems with your telephone, please contact the nursing staff on your unit. To report problems with the television, call extension 6428 (763-6428 from a cell or outside phone).

Patient Education Videos

A variety of educational videos are available to view for free on your TV. These cover topics ranging from health conditions to surgery to living a healthy lifestyle. Please see the printed list of videos included in your patient folder.

To view a video, dial extension 6428 and provide the title or code of the video you want to see to the customer service representative. The video will be played for you on your TV either right then, or at a later time that is more convenient for you.

Complementary Channels available for viewing:

- 84 Welcome Channel
- 85 Relaxation Videos
- 86 White Noise
- 87 Patient Education Videos

Cell Phones

Cell phones are permitted, but please keep the ringer volume turned low. To protect our patients' privacy, under no circumstances are any photos or videos of any patient to be taken without his or her permission.

Wireless Internet Access (Wi-Fi)

Stay in touch with family and friends during your stay with UHS' free, unlimited wireless Internet access (Wi-Fi). Available to all patients and visitors, our Wi-Fi network can be accessed anywhere at any of our hospitals. Using your wireless Internet device, such as a laptop or smart phone, perform a search for available Wi-Fi networks and select "UHS_Public". No password is required. Users are asked to be courteous to other patients and visitors by keeping the volume of their devices muted or by using headphones.

Electrical Appliances

For your safety, only battery-operated items such as razors, MP3 players, laptops and ipads are allowed in the hospital. Under no circumstances are items containing open heating elements allowed.

Automatic Teller Machines (ATMs)

M&T Bank has an ATM inside the cafeteria at UHS Binghamton General Hospital. At UHS Wilson Medical Center, there are two ATMs just inside the entrance to the cafeteria (M&T Bank), with a third in the Harrison Street lobby (M&T Bank).

Mail and Flowers

If you grant permission at the time of your admission for the release of information regarding your room number and telephone number, then all mail and flowers sent to you will be delivered to your room. However, flowers or plants are not allowed in the Intensive Care or Coronary Care units, or any immunosuppressed isolation room. Mail received after you are discharged will be forwarded to your home address.

Reading Materials

If you would like a book or magazine, please call the Volunteer office at extension 2318 (762-2318) at UHS Binghamton General Hospital or extension 6149 (763-6149) at UHS Wilson Medical Center, and a volunteer will bring you something to read.



Spiritual Care

Hospital chaplains are available for support as patients and families encounter the challenges of illness, treatment options or loss. Chaplains attempt to visit all patients, but may miss you if you are receiving physician or nursing care when they stop by. If you would like to see a chaplain, please tell your nurse or contact the Pastoral Care Department at UHS Wilson Medical Center at extension 6003 (763-6003 from a cell or outside phone) or UHS Binghamton General Hospital at extension 2446 (762-2446 from a cell or outside phone).

An Interfaith Chapel is located on the third floor between North Tower 3 and South Tower 3 at UHS Wilson Medical Center, and on the first floor of the Krembs Building at UHS Binghamton General Hospital. Both chapels are always open and anyone is welcome to stop in for prayer, quiet time or reflection. Books of scripture and prayers are available. Prayer rugs are provided at each chapel.

To provide comfort and inspiration, UHS offers a booklet called "Lift up your voice in prayer and praise," filled with prayers and sacred writings from a variety of faiths. You may request the booklet from one of our chaplains.

Your care



We're Here for You

As UHS, we believe developing respectful, collaborative relationships among our patients, their family members and our caregivers is at the heart of everything we do. That is why we have created a caring, competent and healing environment organized around the needs and priorities of our patients and their families. We want patients and their loved ones to participate in developing care plans, and we are attentive to what is important to each patient and family we serve. So whether it is providing compassionate and high-quality care, escorting a visitor to a destination, or holding the elevator door open, you should know we are here for you.

With that in mind, please be sure to read the following section, Your Safety, for important information about safe medical care, medication safety, safe surgery, preventing pressure ulcers and infections, fall prevention and more.

Hospitalists

If your primary health care provider does not provide hospital visits or if you do not have a primary care provider, you will be placed under the care of a hospitalist during your stay. A hospitalist is a physician who specializes in caring for patients while in the hospital. Hospitalists have special training and experience that give them expertise in diagnosing and treating the types of illnesses that normally require hospitalization. A hospitalist will take care of you the same way your primary care physician would — ordering tests, prescribing medications, monitoring results and consulting with specialty physicians if needed. Since hospitalist physicians remain in the hospital all day and

have no office patient visits, they can respond to your needs at a moment's notice. Since our hospitalists rotate coverage, the physician assigned as your hospitalist may change if your stay occurs during one of our turnovers.

A Teaching Hospital

UHS is a teaching hospital, so please be aware that during your stay you may encounter medical students in their final years of study, or fellows or residents who have graduated from medical school and are training in a specific area of medicine before going on to their own practice. You may also meet nursing students or students studying other aspects of healthcare. You can feel confident that any students training in our hospitals are closely supervised by professionals with more experience; however, if you do not wish to be seen by students, please tell your nurse.

How You Can Be Involved in Your Own Care

- Learn about your condition and treatments by talking with your doctor and nurse.
- Make sure all your health care team knows about everything you are taking, including prescription drugs, over-the-counter medicines and supplements, such as vitamins or herbs. Be sure to bring a complete list of all medications (prescription, over-the-counter and supplements) to the hospital.
- Make sure your healthcare team knows about any allergies or adverse reactions you have had to medicines.

- When your healthcare provider writes a prescription, be certain you understand what it is for.
- Make sure you understand the results of any test or procedure.
- If you are having surgery, make sure that you, your doctor and your surgeon all agree on exactly what will be done.
- When you are being discharged from the hospital, ask your healthcare team to explain the treatment plan you will use at home.

Nursing Services

Nurses at UHS know the relationship they have with their patients and the patient's family is essential to the healing process. There will always be a registered nurse overseeing your care. Your nurse will work with your physician, your family and other members of our healthcare team to ensure you receive the very best care. Each day your nurse and you will develop your treatment goals for the day and document them on your designated white board. Your participation and understanding of what to expect is key to your recovery. Other nurses, nursing assistants and additional patient care staff will assist in providing you with skilled and compassionate care throughout your stay. Your care manager will help you plan for any needs you may have when you leave the hospital.

Patient Rounding

UHS features purposeful, systematic rounding which includes hourly visits to patient rooms to check on comfort levels and ensure your needs are met. Rounding checks are reduced to every 2 hours during the night shift while most patients are asleep. During these visits, they will address your comfort and personal care needs. If you need something between visits, please use your call button and your request will be taken care of.

Medical Tests

If medical tests have been ordered for you, your physician, nurse or other staff member will explain the test you are having. If you do not understand what is being done, do not hesitate to ask for clarification. If you have concerns or questions regarding any testing, please speak with your nurse before the test. When testing is completed, you will be informed of the results when they become available. If you have not been told of the results, please ask.

Pain Management

The doctors, nurses and other healthcare professionals on our staff are here to help you with every aspect of your care, including pain management. We strive to use the latest methods and medications to treat your pain. If you have any questions or concerns about pain, pain medications or other treatment, please talk with your doctor or nurse. We need to know how you feel so we can help you manage your pain.




Rapid Response Team

The Rapid Response Team provides families and patients a resource to call for immediate help to address changes in a patient's condition. The Rapid Response Team is composed of a physician, a critical care nurse, a respiratory therapist and a nursing supervisor. The team is on call 24 hours per day, seven days per week. At UHS, we believe in teamwork and ask that you be a part of our team when visiting your loved ones. You know your loved ones better than we do; if you are worried, so are we. We encourage you to talk to the physician and call us if a noticeable medical change in their condition occurs and the healthcare team is unaware. If there is a concern about how care is given or what needs to be done for the patient, you are always encouraged to communicate with your care providers. If the need arises, feel free to ask any staff person to contact the Rapid Response Team.

Care Management Services

UHS' Care Management Department is composed of registered nurses, social workers and support personnel who focus on developing effective discharge plans in conjunction with patients and their families. These plans may include, but are not limited to, arranging home services and equipment, placing patients in post-hospital facilities on a short- or long-term basis and referring patients to community agencies.

The care management team also interacts with the patient's insurance carrier to obtain the necessary approval for both hospital and post-hospital care. The team strives to achieve the best quality clinical and cost-effective outcome for every patient who enters our doors.

0 - 10 Pain Scale		
	10	Terrible Pain
	9	
	8	
	7	
	6	
	5	Distressing Pain
	4	
	3	
	2	
	1	
	0	No Pain

Your Care Manager

Your care manager will work with you, your healthcare providers and your treatment team to ensure you have an appropriate and safe discharge plan. Care managers are available to assist you and your family to navigate the healthcare system by coordinating services and resources necessary to promote your well-being.

Your Social Worker

Your social worker will often work with the care manager or independently to coordinate your care and plan your discharge. This process begins on the day of your admission. Your social worker may also provide supportive counseling to you and coordinate your care and discharge plans with your family, friends or caregivers.

Medical Social Work Services

Your social worker will often work with the care manager or independently to coordinate your care and plan your discharge. This process begins on the day of your admission.

The social work team is skilled in assisting patients and families in coping with the stresses that accompany illness and hospitalization. Social workers provide psychological and social assessments and counseling, and coordinate referrals for post-discharge follow-up, nursing home placement, home care nursing, delivery of home medical equipment and end-of-life care.

Social work services can be requested by any patient, family member, or member of the hospital's healthcare team. To contact Social Work, ask your nurse for assistance or call extension 5289 (763-5289) at Wilson Medical Center or extension 2530 (762-2530) at UHS Binghamton General Hospital.

Your Status as a Patient

It is required that patients be assigned a status when admitted to the hospital (i.e. inpatient, outpatient, or observation.) Your status is assigned using a number of things such as: how sick you are and the level of care you will require (heart monitoring, IV medicines, and types of procedures.) This is important because your status may affect the amount of your co-pay or deductible.

Your status during your stay is determined using a guideline that is required by hospitals and insurance companies nationwide.

If your status should change during your stay, we will advise both your physician and your insurance company.

Outpatient Observation

If you've been put under outpatient observation by your physician, you can expect the same care and attention as an inpatient. Observation permits patients who are experiencing certain symptoms to be allowed to stay in the hospital for a specified amount of time. At the end of your observation, your physician will decide whether to release you from the hospital or admit you as an inpatient.

Since you are considered an outpatient while under observation, your insurance or Medicare/Medicaid will be billed differently than if you were an inpatient. This could result in a change in your co-pay or deductible. If you have questions about your insurance coverage, don't hesitate to speak with your nurse care manager.

Your Follow-Up Care

Before leaving the hospital, you will be given written instructions about your follow-up care. These instructions will include:

- Any necessary referrals for home care services
- Information (and a prescription if necessary) for any special equipment you may need
- Any restrictions you may have following surgery
- What signs and symptoms you should watch for and, if you have them, what you should do
- When you should follow up with your physician or surgeon
- A current medication list; if you need any new prescriptions, these will be provided as well

If you have any questions about your follow-up care, please ask your nurse, care manager or social worker before you are discharged.

Medical Records/Health Information

Copies of your medical records are available to you upon request. The hospital charges a fee of 75¢ per page for "personal" copies. Copies of your medical records can be provided to healthcare professionals for continuing care. If you have questions about accessing your medical records, please contact our Health Information Management office at UHS Wilson Medical Center at extension 5153 (763-5153 from a cell or outside phone). To reach Health Information Management at UHS Binghamton General Hospital, call extension 2112 (762-2112 from a cell or outside phone).

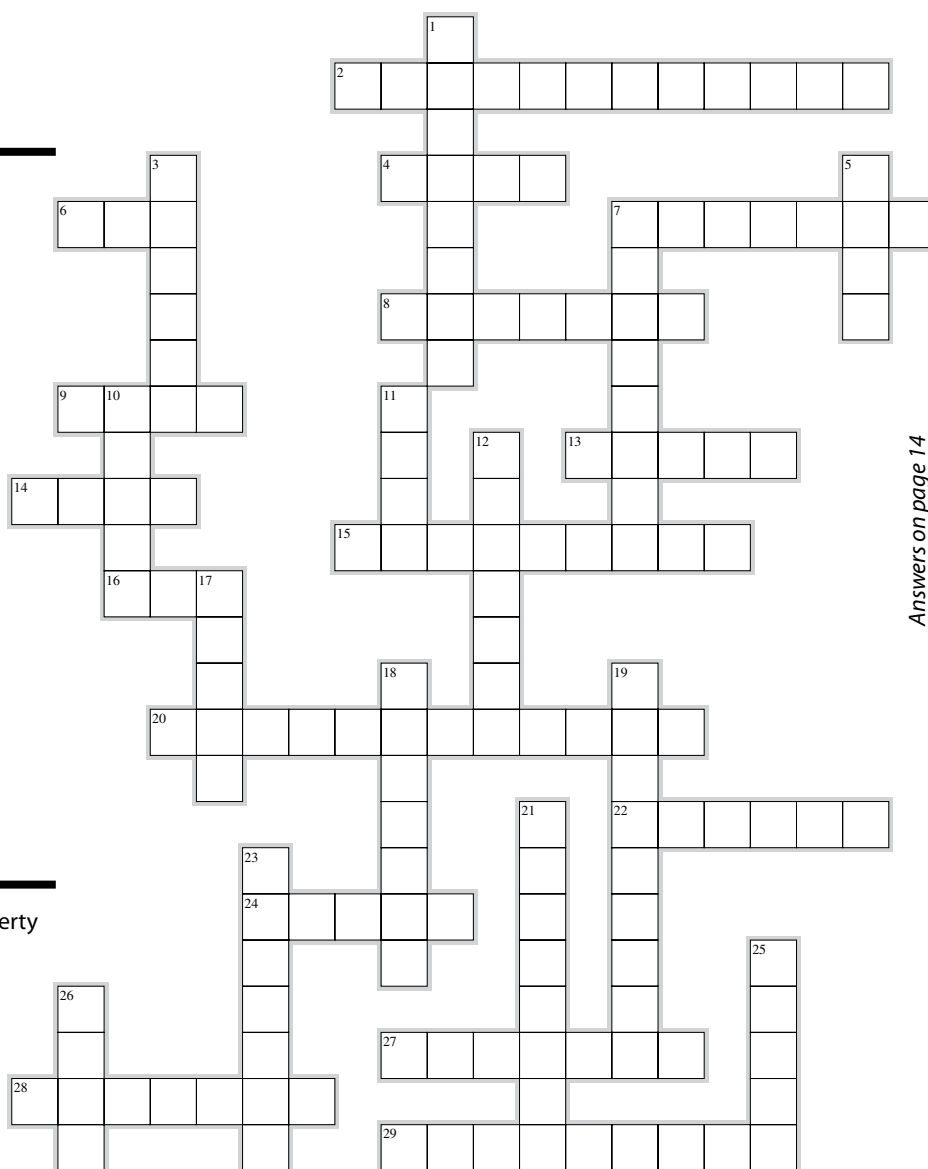
CROSSWORD PUZZLE

Across

2. Police headquarters founded by Sir Robert Peel
4. Perennial flower with more than 100 species
6. Largest bird native to Australia
7. Sport with two teams of four players and ice
8. He helped Porter Ricks
9. You'll find Kahului there
13. Sixth astrological sign in the zodiac
14. A crime fiction board game
15. He played William Wallace
16. Toward the stern
20. Vice president under Eisenhower
22. State whose capital is Carson City
24. You can eat it or surf on it
27. An evergreen, coniferous shrub with dark, berry-like cones
28. Author of "Little Dorrit"
29. Explosive entertainment device

Down

1. A board game where you buy property
3. Capital of Alaska
5. A form of quartz
7. First oat-based, ready-to-eat cereal
10. An island in the Lesser Antilles
11. One of the national colors of Greece
12. She played Sally Albright
17. Flower usually associated with Holland
18. Company founded in New York City as Binney & Smith
19. An airport bears this actor's name
21. National park in California
23. Popular layered cheese and pasta dish
25. The "King's Game"
26. A soft cheese



Answers on page 14

SUDOKU

How to play Sudoku:

- Every row of 9 numbers must include all digits 1 through 9 in any order
- Every column of 9 numbers must include all digits 1 through 9 in any order
- Every 3 by 3 subsection of the 9 by 9 square must include all digits 1 through 9

8	1						9	7
	7	4				5		
			5					1
		7		8				4
	9			5			3	
6				9		2		
1					8			
		2				8	5	
7	6						2	9

Your safety



Safety measures are put in place to keep our patients out of harm's way. We follow recommended medical guidelines and precautions to ensure you are cared for and are protected. Let's work together to keep you or your loved one healthy and secure.

Safe Medical Care

Everyone has a role in making healthcare safer—physicians, hospital administrators, nurses and other hospital staff. UHS is working to make health care safety a priority. You play a vital role in making your care safe by becoming an active member of your healthcare team.

To help prevent healthcare errors, we urge all patients to **SPEAK UP.**

Speak up if you have questions or concerns, and if you do not understand, ask us again. You have the right to answers you can understand.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right healthcare professionals. Tell us if something does not seem right. Hospital staff should check your identification bracelet before administering any medication, test or procedure. Tell us if you think you have been confused with another patient.

Expect that your care will reflect current standards for safety and privacy. Your caregivers should wash their hands or use a waterless hand disinfectant before starting any procedure or treatment. Your privacy and right to confidentiality should be respected at all times during your hospital stay.

Ask a trusted family member or friend to be your healthcare advocate. Make sure your advocate understands your preferences for resuscitation and life support. Have advance directives (such as a health care proxy and living will). If you have these, please bring them with you to the hospital; if you do not and would like more information, please let us know.

Know what medications you take and why you take them. Ask the purpose of all your medications, how often to take them and what side effects you might expect. Let us know all the medicines you take, including vitamins, herbal supplements and those you buy without a prescription.

Understand your Rights and Responsibilities as a patient.

Participate in all decisions about your treatment. The more information you have, the more confident you will be with your care. We need your involvement with your treatment plan. If you disagree with the plan or are

unable to comply, talk to your health care team. Speak with your physician and nurse about each phase of your care.

Medication Safety / Pharmacy

All the medications you may receive as a patient are dispensed by our hospital pharmacists. These healthcare professionals are available to answer any questions you may have regarding your prescribed medications. You may arrange for a consultation with a pharmacist by speaking to your physician or nurse.

Before you are given any medication, we will ask you your name and date of birth as well as check your hospital ID wristband. If you think you are about to be given a medication in error, speak up. Ask us to check or to explain the purpose of any medication you are being given.

Safe Surgery

Your surgical team is composed of highly qualified and dedicated professionals who are committed to patient safety. One method we use to ensure your safety is a procedure verification process. Every member of your surgical team participates in the process and will ask you to confirm your name; date of birth; and the site, side and type of procedure you are to have. The procedure verification process is a national practice standard designed to improve patient safety.

Other things you should know or do to reduce your chance for infection following surgery include:

- Please shower the night before your surgery with an antibacterial soap.
- Please do not shave or clip any body hair close to the surgical site, because this may produce tiny nicks or microscopic cuts.
- Follow all directions you are given regarding medications you should take the day of surgery.
- Follow all instructions you are given regarding eating, drinking and refraining from smoking prior to your surgery.
- Some surgical procedures require that you receive antibiotics immediately prior to your surgery. Depending on the antibiotics ordered, these may be given just before you go to the operating room or once you are in the operating room.

- Hand washing or hand hygiene has been proven to be the most effective way to prevent infection. Members of your care team will wash their hands before and after providing care to you. We encourage you, your family members and visitors to practice hand hygiene. If you do not see your providers, family or visitors clean their hands, please ask them to do so.
- One of the most common surgical complications is the development of venous thromboembolism (VTE), such as a blood clot. The most effective strategy to reduce your likelihood of developing VTE is to assess your risk factors and use prophylaxis if needed, such as compression stockings, mechanical compression sleeves or medication. Sometimes, all three treatments are ordered. Your nurse will review with you what your surgeon has ordered, and you will be encouraged to be out of bed as soon as possible after your procedure.

Fall Prevention

Fall prevention is a priority at UHS. That is one of the many reasons our nursing staff makes rounds every hour. You can help, too, by following these suggestions:

- Use the call bell if you need help
- Do not try to get out of bed alone if you are at risk of falling
- Wear nonskid footwear when getting out of bed
- Understand that medications and treatments can increase your risk of falling

Preventing Infection

Our infection control program includes many prevention and control procedures that are key for maintaining a safe and healthy environment for everyone.

Hand Washing

Cleanliness is the key to infection control, and the single most important infection control measure is hand washing. When washing your hands, use soap and warm water. Scrub for at least 15 seconds and dry hands well. All patients, visitors and healthcare workers should follow these basic practices, which are essential for preventing the spread of germs. In addition, throughout our hospitals you will find antibacterial gel dispensers. This nonwater-based solution can be used for hand cleansing if you are not near a sink.

Personal Protective Equipment

Healthcare workers wear protective equipment while performing procedures that may cause splashing or exposure to body fluids or infectious materials. Gloves, masks, goggles and gowns provide protective barriers and help prevent the spread of germs.

Patient Isolation

Any patient who is suspected or known to have a communicable disease may be on isolation precaution. Also, patients who have been identified as having antibiotic-resistant bacteria will also need isolation precautions, such as being in a private room or with a roommate who has a similar condition. Special supplies and color-coded signs must be placed outside the door so all persons entering the room are aware of the isolation precautions. Other protective equipment may be necessary and will be available on the isolation cart. These precautions are for the protection of everyone. This should not be cause for alarm.

How Visitors Can Reduce the Spread of Infection

Visitors can help keep infection under control by following hospital rules and procedures. It is important to ask the staff for guidance when visiting specific units, especially when a patient is in an isolation room. Avoid visiting the hospital if you are ill or exposed to illness. This can prevent patient infections. Hand washing should be done before and after all patient visits.

If you have any questions about infection control, please ask your nurse or call our Infection Control Officer at extension 6491 (763-6491 from a cell or outside phone).

Preventing Pressure Ulcers

There are several things we will do to help reduce your risk of developing a pressure ulcer, or bedsore, while you are a patient. This includes examining your skin (full body) when you arrive on the nursing unit and throughout your stay, providing you with nutritional meals so your skin is properly nourished and less likely to develop a pressure ulcer, keeping a close eye on your skin if you suffer from any incontinence issues, and providing moisturizers and other skin care products as needed to keep your skin moisturized. If you cannot move or have reduced mobility, we will also help you change position in your bed (at least every 2 hours) or chair (at least every hour).

You can play a key role in preventing pressure ulcers. When you arrive and throughout your stay, let us know of any skin irritations or redness that does not go away when pressure is removed. Eat a balanced diet. Keep your skin clean and use moisturizers to prevent dry skin. If you are able, change position at least every two hours in bed or every 15 minutes in a chair. Most important, let us know if you have any questions about pressure ulcers or if there is anything you need or are concerned about.

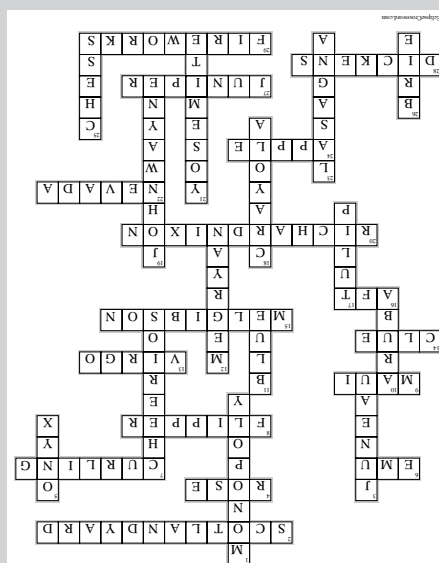
Fire and Safety Drills

Fire and safety drills are training exercises conducted regularly to assist staff in preparing for an actual emergent event. Should a drill occur during your stay, you will not be asked to participate and we ask that you remain in your room. Visitors are asked to stay in the patient rooms or lounges. Elevators will not be in use. You will be advised by the staff in the event of an actual emergency.

Security

For your safety, security is present and available in the hospitals 24 hours a day, seven days a week. For security assistance, please contact the hospital operator at extension 2200 (762-2200) at UHS Binghamton General Hospital or extension 6000 (763-6000) at UHS Wilson Medical Center. Security provides escorts, jumpstarts and other types of assistance 24/7 upon request.

Answers to puzzle:



Visitor information



We want your visit with us to be as comfortable as possible. If you have a question or need something, please let a staff member know.

Parking

Patient/visitor parking at **UHS Binghamton General** is available on Mitchell Avenue, directly across the street from the hospital's main entrance. ***Free valet parking is available*** from 8:00am to 4:00pm. Drive up to the hospital's main entrance for assistance. Additionally, emergency parking is available on Park Avenue, directly in front of the Emergency Department.

UHS Wilson Medical Center provides patient/visitor parking all around the hospital with the main visitor parking lot on Park Place. ***Free valet parking is available*** from 6:00am to 4:00pm at the hospital's Decker entrance on Harrison Street and at Wilson Square from 7:30am to 3:30pm. Emergency Department patients will find parking areas on Baldwin and Arch streets; and an emergency valet service is available from 9:00am to 11:00pm.

Visiting Hours

Rest is a critical component of the healing process, but family and friends are important to your well-being, too. Our visiting hours were established to help provide a balance between the rest you need and the company you desire. Also, please be respectful of the needs of your roommate.

Two visitors, including children 12 years and older, are allowed at one time. Children under age 12 (with the exception of siblings of newborns) must be approved by the nursing staff prior to visiting. Also, we encourage you to consider whether bringing small children into the hospital environment — where people are ill, injured or dying — is the best choice since they are often frightened or confused by what they see or hear.

If special visiting arrangements are needed, please speak with the nurse manager, who will work with you to coordinate acceptable visiting times.

UHS Binghamton General Hospital

Krembs 4

Monday – Friday, 4:00pm to 8:30pm
Weekends & holidays, 10:00am to 8:30pm

New Horizons (Memorial 4)

Sunday, 2:00pm to 4:00pm (*with mandatory information session 6:00pm to 7:00pm*)

Memorial 5, Krembs 3 and Krembs 5

Monday – Friday, noon to 1:00pm
and 5:30pm to 8:30pm
Weekends & holidays, noon to 8:30pm

Transitional Care Unit (TCU) (Krembs 6)

Daily 10:00am to 8:30pm

Intensive Care Unit (ICU)

Open visitation

Medical/Surgical

Daily 10:00am to 8:30pm

UHS Wilson Medical Center

Medical/Surgical

Daily 10:00am to 8:30pm

Maternity*

Daily noon to 8:30pm

Fathers/significant others: anytime

**No visitors under age 14, except siblings*

Intensive Care (ICU)

Daily 8:00am to 9:00am; noon to 5:00pm;

7:30pm to 8:30pm

Cardiac Care Unit (CCU)

Daily 11:00am to 8:30pm (*suggested*)

Surgical Step-Down Unit

Daily 10:00am to 2:30pm; 4:00pm to 8:30pm

Neonatal Intensive Care Unit (NICU)

Parents may visit at anytime

Only 2 visitors at a time

Daily 8:00am to 10:00am; 11:00am to 3:00pm;

4:00pm to 8:30pm

Pediatrics

Daily 11:00am to 12:30pm; 3:30pm to 7:30pm

One parent may stay overnight (7:30pm to 7:30am)

Gift Shop

The UHS Binghamton General Hospital Gift Shop is located in the main lobby at Mitchell Avenue. The Gift Shop is run by the UHS Binghamton General Auxiliary to raise funds to support the hospital. Hours are 9:00am to 4:00pm, Monday through Friday (closed weekends).

The UHS Wilson Medical Center Gift Shop is located in the Harrison Street lobby. The Gift Shop is run by the UHS Wilson Auxiliary to raise funds to support the hospital. Hours are 8:30am to 5:00pm, Monday through Friday, and 9:00am to 3:00pm, Saturday and Sunday.

Vending Services

Vending machines are located in both hospital cafeterias, both emergency departments and various locations throughout the hospitals.

Danielle House

Danielle House, an independent hospitality house, provides shelter and emotional support for family members visiting seriously ill patients in Binghamton-area hospitals. Guests are limited to immediate family members and support persons of the hospitalized patient, and are typically

referred by a social worker, physician's office, chaplain, member of the Patient Relations staff or member of the Pastoral Care staff. A nominal donation per room per night is asked of guests, but services at Danielle House are free or reduced for those in need, depending on circumstances.

Danielle House

160 Riverside Drive

Binghamton, NY

(607) 724-1540

Hotels

Best Western Johnson City, 569 Harry L. Dr., Johnson City, (607) 729-9194 *W*

Binghamton Fairfield Inn, 864 Upper Front St., Binghamton, (607) 651-1000 *B*

DoubleTree by Hilton Hotel & Conference Center, 225 Water St., Binghamton, (607) 722-7575 *B*

Courtyard by Marriott, 3801 Vestal Parkway E., Vestal, (607) 644-1000 *W/B*

Days Inn, 65 Front St., Binghamton, (607) 724-2412 *B*

Econo Lodge, 690 Front St., Binghamton, (607) 724-1341 *B*

Grand Royale Hotel, 80 State St., Binghamton, (607) 722-0000 *B*

Hampton Inn & Suites, 3708 Vestal Parkway E., Vestal, (607) 729-9125 *W*

Hampton Inn & Suites, 630 Field St., Johnson City, (607) 729-9125 *W/B*

Holiday Inn Arena, 2-8 Hawley St., Binghamton, (607) 722-1212 *B*

Holiday Inn Express, 3615 Vestal Parkway E., Vestal, (607) 348-0088 *W/B*

Howard Johnson Express, 3601 Vestal Parkway E., Vestal, (607) 729-6181 *W/B*

La Quinta Inn, 581 Harry L. Dr., Johnson City, (607) 770-9333 *W*

Red Roof Inn, 590 Fairview St., Johnson City, (607) 733-7663 *W*

Marriott Residence Inn Binghamton, 4610 Vestal Parkway E., Vestal, (607) 770-8500 *B*

Traditions at the Glen, 4101 Watson Blvd., Johnson City, (607) 797-2381 *W*



Fine Dining Restaurants

Cortese, 117 Robinson St., Binghamton,
(607) 723-6440 *B*

Food & Fire BBQ Taphouse, 560 Harry L Drive,
Johnson City, (607) 296-0010 *W*

Grande's Bella Cucina, 1171 Vestal Ave.,
Binghamton, (607) 772-3104 *B*

Little Venice, 111 Chenango St., Binghamton,
(607) 724-2513 *B*

Moxie Wood Fire Grill, 998 Conklin Road,
Conklin, (607) 237-0779 *B*

Number 5, 33 S. Washington St., Binghamton,
(607) 723-0555 *B*

Casual Dining Restaurants

Applebee's, 3701 Vestal Parkway E., Vestal,
(607) 729-4311

Cacciatore's, 119 Harry L Drive, Johnson City,
(607) 798-7699 *W*

Cracker Barrel, 876 Front Street, Binghamton,
(607) 722-5006 *W/B*

Friendly's, 561 Harry L Drive, Johnson City,
(607) 729-2250 *W*

Ground Round, 214 Reynolds Rd., Johnson City,
(607) 231-2020 *W*

Mario's Pizza, University Plaza, 4700 Vestal
Parkway E, Vestal, (607) 798-9444 *B*

Park Diner, 119 Conklin Ave., Binghamton,
(607) 722-9840 *B*

Ruby Tuesdays, 601 Harry L Dr. (in the Oakdale Mall),
Johnson City, (607) 231-2020 *W*

South City Publick House, 1200 Vestal Ave.,
Binghamton, (607) 723-1403 *B*

Tully's Vestal, 4700 Vestal Parkway E, Vestal,
(607) 644-1030 *B*

Texas Roadhouse, 4399 Vestal Parkway E., Vestal,
(607) 729-8200 *W/B*

T.G.I. Fridays, 2445 Vestal Parkway E, Vestal,
(607) 798-0200 *W/B*

The Relief Pitcher, 197 Conklin Ave., Binghamton, (607)
722-9868 *B*

UNOs Chicago Grill, 2503 Vestal Parkway E, Vestal,
(607) 770-7000 *W/B*

Fast Food Restaurants

Adriano's Pizza, 275 Floral Ave., Johnson City,
(607) 729-2111 *W*

Brozzetti Pizza, 72 Baldwin St., Johnson City,
(607) 797-9960 *W*

Dunkin Donuts, 120 Baldwin St., Johnson City,
(607) 729-7900 *W*

Dunkin Donuts, 216 Reynolds Rd., Johnson City,
(607) 770-3835 *W*

McDonalds, 560 Harry L Dr., Johnson City,
(607) 770-1966 *W*

McDonalds, 339 Main St., Johnson City,
(607) 723-0222 *W*

McDonalds, 3136 Vestal Parkway E., Vestal,
(607) 798-7712 *W/B*

Subway, 3801 Vestal Parkway E., Vestal,
(607) 729-7257 *W/B*

Subway, 365 Harry L Dr., Johnson City,
(607) 798-0991 *W*

Subway, 1175 Vestal Ave., Binghamton,
(607) 724-1100 *B*

Taco Bell, 220 Reynolds Road, Johnson City,
(607) 729-3551 *W*

Taco Bell, 2507 Vestal Parkway E, Vestal,
(607) 729-7039 *W/B*

Wendy's, 170 Main St., Binghamton,
(607) 723-5711 *W/B*

Wendy's, 3737 Vestal Parkway E., Vestal,
(607) 798-7474 *W/B*

W – near UHS Wilson Medical Center
B – near UHS Binghamton General Hospital

Before you go home



We hope you are recovering well. Please be sure to follow up with your health care provider to keep on the path of healing. If you have any health questions, you may contact UHS NurseDirect at 763-5555.

Discharge Instructions

Your doctor and your nurse will give you instructions about your care after you leave the hospital. If you have questions about your diet, activities or other matters, or are not comfortable with your discharge instructions, please be sure to ask at this time. You will receive written discharge instructions prior to leaving the hospital. Please hold onto these instructions and refer to them when you leave, as they have important information regarding your post-hospital care.

Discharge Planning Services

The nursing staff and a care manager or social worker will assist you with discharge plans. These plans start with information collected on admission and are evaluated for you by nursing staff, your physician and case manager or social worker throughout your hospital stay. If you have concerns regarding your discharge plans, contact your physician, nurse, case manager or social worker. If you do not know who your social worker or case manager is and you need to talk to one of them, you can ask your nurse to contact them or call extension 5289 (763-5289) if you are a patient at UHS

Wilson Medical Center or extension 2530 (762-2530) if you are at UHS Binghamton General Hospital.

Day of Discharge

You and your nurse will discuss your departure time. Once you know what time you can expect to be released, please make any necessary arrangements. Patients are generally discharged at the Decker lobby at UHS Wilson Medical Center and the Mitchell Avenue entrance at UHS Binghamton General Hospital. If you will be driving your loved one home from the hospital after they are discharged, check with the patient's nurse to plan for how much time it will take to get the patient's belongings together and bring the patient to the front entrance. This way you can bring your car to that area in plenty of time.

Bedside Prescription Delivery

Our pharmacy saves you time and gets you home faster, with complete services on site. The UHS Pharmacy at Wilson Place conveniently located across the street from UHS Wilson Medical Center, can bring your prescriptions right to your hospital bedside before you leave. Pharmacist counseling is also available at delivery to answer any questions or concerns you may have about your medications.

Filling Your Prescriptions

UHS makes it easy to fill your prescriptions during discharge. Please visit the pharmacy or send a caregiver to pick up your medications for you. After you go home, you can continue to use UHS pharmacies for all your prescription needs. In addition to Wilson Place, we also have convenient locations in Endicott and on the Vestal Parkway across from Binghamton University main entrance. Below is a list of our locations and hours. All three pharmacies will have access to your prescription information, so you can choose any pharmacy without the hassle of transferring your records.

UHS Pharmacy at Wilson Place

52 Harrison Street, Johnson City, NY 13790
Phone: 763-6775 • Fax: 763-6865
Hours: Monday - Friday, 7:00am - 7:00pm

UHS Pharmacy Endicott

1302 East Main Street, Endicott, NY 13790
Phone: 754-2474 • Fax: 754-3384
Hours: Monday - Friday, 8:30am - 5:00pm

UHS Pharmacy Vestal

4417 Parkway East, Vestal, NY 13850
Phone: 770-7358 • Fax: 729-2246
Hours: Monday - Friday, 8:00am - 8:00pm
Saturday and Sunday, 8:00am - 12:00pm

We accept all major insurance plans.



UHS Home Care

At UHS, we know home healthcare is the ideal solution for many people recovering from illness, surgery or recent hospitalization, or for those living with chronic disease. That's why UHS Home Care offers a broad array of products and services to meet your home care needs. Home care services are provided throughout Central and Southern New York and Northern Pennsylvania. Our friendly staff is available to assist with any necessary referrals or insurance paperwork.

Contact us at 763-5600 to learn how we can assist you with all your home care needs.

Project H.E.A.R.

Project H.E.A.R. (*Home Emergency Alarm Response*) provides emergency help with the touch of a button, 24 hours a day, seven days a week through your home telephone. H.E.A.R. activators are lightweight, waterproof, wireless and portable. If help is needed, simply press the button on the activator. Within seconds, an emergency response operator will speak to you and immediately dispatch appropriate emergency aid. For more information, contact UHS Home Care at 763-5600.

Additional information



Helpful Telephone Numbers

Department	UHS Wilson Medical Center	UHS Binghamton General Hospital
Admissions/Registration	763-6137	762-2375
Cafeteria	763-6070	762-2420
Care Management	763-5289	762-2530
Coffee/Gift Shop	763-6175	762-2322
Discharge Planning	763-5289	762-2530
Foundation	762-2171	762-2171
Hospital Operator	763-6000	762-2200
Infection Control Officer	763-6491	763-6491
Information Desk	763-6161	762-2400
Meals	763-6325	763-6325
Medical Records	763-6015	762-2112
Nurse Direct/Stay Healthy	763-5555	763-5555
Pastoral Care	763-6003	762-2446
Patient Accounting	763-6128	762-3035
Patient Financial Advocate	763-6127	763-6127
Patient Relations	763-6777	762-2777
Phone/TV Service	763-6428	763-6428
Security	763-6000	762-2200

www.nyuhs.org

Searching the Internet is a smart way to keep informed about the latest in medical news. When you are looking for a source you can trust, visit www.nyuhs.org and our Online Services. There you will find:

- **myUHS:** Communicate with your physician's office to request an appointment, request prescription refills and ask non-urgent medical questions.
- **Find-a-Doctor:** Choose the right physician for you and your family.
- **Our Babies:** Welcome the newest arrivals to our community.
- **Caring Bridge:** Create a personal website that connects you to family and friends during a hospital stay.
- **Send-a-Patient Care Cards:** Brighten the day of a hospital patient with an electronic greeting card.

UHS Stay Healthy

UHS Stay Healthy conducts classes and educational sessions on a number of health issues, and provides health screenings. UHS Stay Healthy is located next to the former Sears entrance in the Oakdale Mall in Johnson City. For a list of classes and events, go to www.nyuhs.org. For more information, call: (800) 295-8088 or 763-5555.

UHS NurseDirect

For free health information and free physician referrals, contact NurseDirect using our toll-free help line. Our registered nurses are available every day from 7:00am to 9:00pm to assist you. Our office is located in UHS Stay Healthy in the Oakdale Mall, Johnson City. Call (800) 295-8088 or 763-5555.

Saying Thanks for Special Care

The staff at UHS strives every day to ensure your stay with us is as comfortable and healing as possible. If anyone provided you with extra-special care, please fill out a "Saying Thanks for Special Care" card available in several locations throughout our hospitals, including units, waiting rooms and lobbies. Or, you may ask your nurse or nurse's aid for a card. You can also fill out our online form at www.nyuhs.org/sayingthanks. Families and visitors are also welcome to give their thanks for special care.

Organ Donation

The death of a loved one is a difficult and painful time. Yet death does not necessarily have to be an end, and this trying time can yield some positive things. One way of making a lasting gift out of death is to consider organ donation. Every day in the United States, an average of 18 people die while awaiting organ transplants because of a critical shortage of donors. Each person who decides to become an organ and tissue donor has the potential of saving and enhancing more than 50 lives and taking up to eight people off the organ transplant waiting list. If you would like more information about organ and tissue donation for yourself or a loved one, please ask your nurse.

Patient Survey

We may ask you to share your opinion about the care you received. A survey will be sent to your home after you have left the hospital. We appreciate your feedback and it will be used to help evaluate the care and services we provide. Your feedback will help better serve our patients in the future.

YOUR BILL

Questions

As a patient, you assume responsibility for paying for services provided to you. If you have questions about your health insurance or your hospital bill, our financial services representatives are happy to answer your questions by phone or will come to your room. Please call Patient Accounting at UHS Wilson Medical Center at extension 6128 (763-6128) or at UHS Binghamton General Hospital at extension 2386 (762-2386). We will bill your insurance at your request when you provide us with the necessary information. We accept all major credit cards.

Your Private Insurance and Benefits

The hospital does not have direct access to your insurance company to verify coverage on your behalf. Please contact your insurance company directly or have a family member verify your coverage if you are unsure.

Financial Assistance

Fear of a hospital bill should never be a reason to avoid seeking necessary medical care. If you have concerns about paying your hospital bills, we can help you apply for any state programs for which you may be eligible, such as Medicaid, Child Health Plus, Family Health Plus or

Healthy New York. We also have a financial assistance program available. Contact our Patient Financial Assistance Line at extension 6127 (763-6127) to find out more or to request an application. If you need help completing the application, we can help.

YOU CAN HELP US AND OTHERS

UHS Foundation

Our high level of patient care and advanced technology would not be possible without support from the UHS Foundation. The UHS Foundation raises funds for state-of-the-art equipment, patient care facilities and community outreach programs that help UHS Wilson Medical Center and UHS Binghamton General Hospital remain leading providers of medical care in the region. Each year, generous donors have helped us raise more than \$1 million.

You can join this tradition of caring. Your gift to the UHS Foundation will allow us to continue delivering the newest technology and highest level of care right now and for years to come.

The UHS Foundation offers several convenient ways to give:

- Online at www.nyuhs.org/foundation
- By phone at 762-2171
- By mail at:
UHS Foundation
10-42 Mitchell Avenue
Binghamton, NY 13903



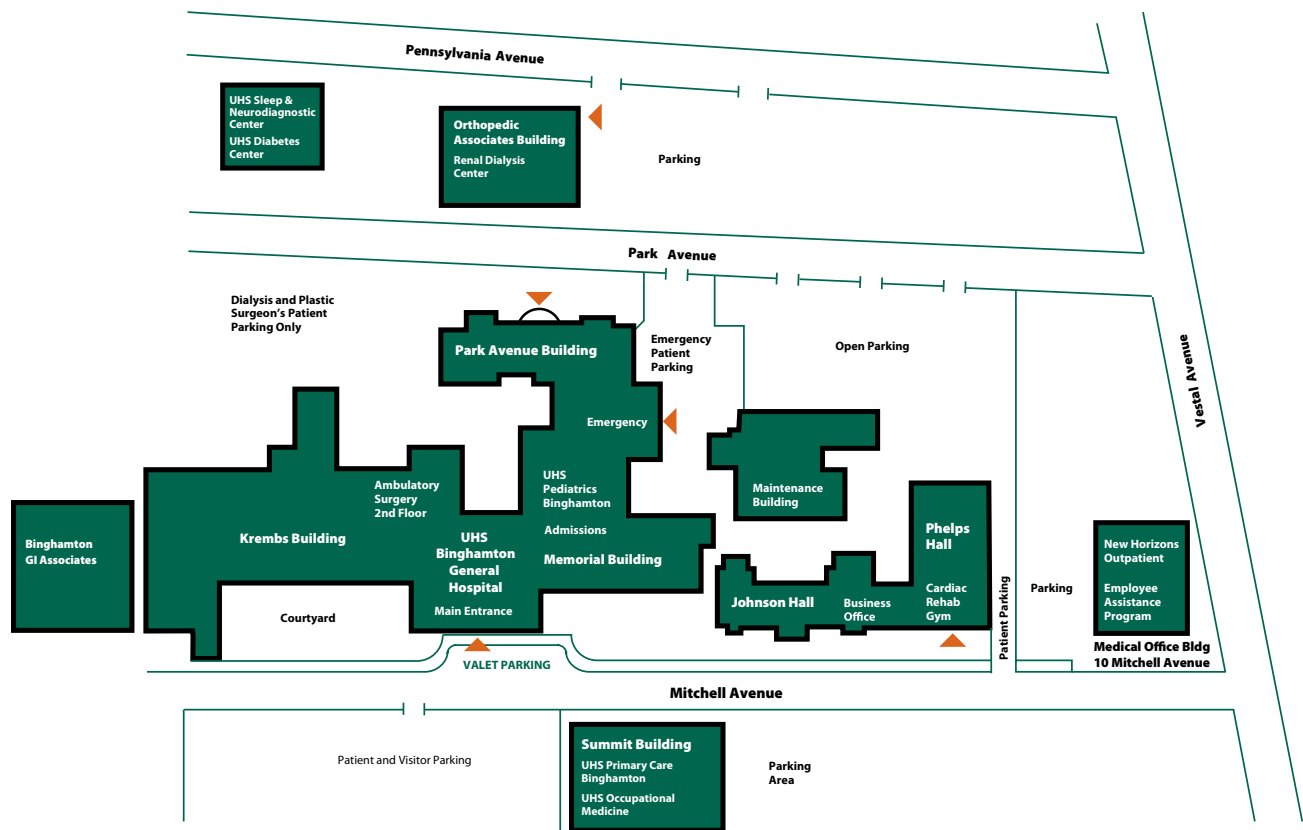
Auxiliaries

For decades, volunteers have served on the auxiliaries at UHS Binghamton General Hospital and UHS Wilson Medical Center. These dedicated individuals have an enormous impact on many patient care services provided by the hospitals. In addition, they have donated thousands of dollars to purchase specialized equipment, finance renovations and support employees in a variety of ways. The auxiliaries are always looking for people who are interested in contributing their time to support our hospitals. If you are interested in joining or learning more, contact the auxiliary at UHS Binghamton General Hospital at 762-2319 or UHS Wilson Medical Center at 763-6720.

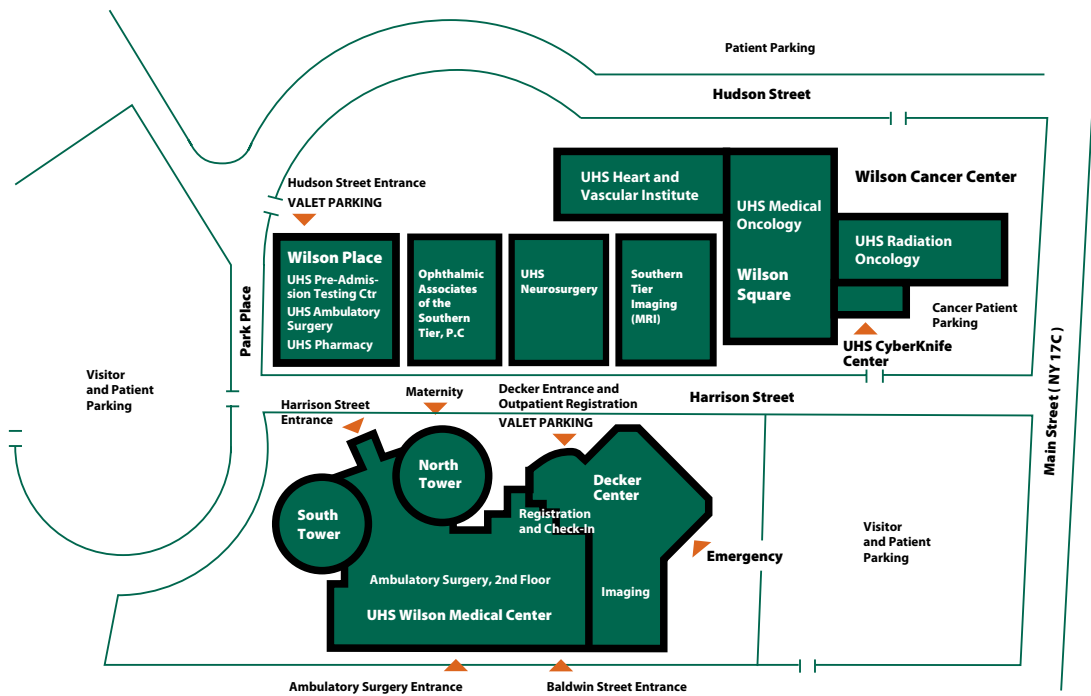
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UHS BINGHAMTON GENERAL HOSPITAL CAMPUS MAP



UHS WILSON MEDICAL CENTER CAMPUS MAP



UHS Wilson Medical Center

33-57 Harrison Street
Johnson City, New York 13790

(607) 763-6000

UHS Binghamton General Hospital

10-42 Mitchell Avenue
Binghamton, New York 13903

(607) 762-2200



nyuhs.org



UHS Wilson Medical Center
UHS Binghamton General Hospital
UHS Physician Practices

UHS Chenango Memorial Hospital
UHS Delaware Valley Hospital
UHS Senior Living at Ideal

UHS Medical Group
UHS Home Care
UHS Foundation