



Caring. Healing. Leading.
Samaritan
Medical Center



Patient Information Guide

830 Washington Street • Watertown, NY

315-785-4000

samaritanhealth.com



*Caring.
Healing.
Leading.*

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WELCOME



Thank You for Trusting Us

Dear Friends:
Thank you for choosing Samaritan Medical Center for your healthcare needs.

Our staff and physicians are committed to patient and family-centered care, supporting the Samaritan mission of providing high-quality, comprehensive, safe and compassionate healthcare services to meet the needs of our civilian and military community.

This guide was designed to make your experience with us as positive and comfortable as possible. It

should answer any questions you may have.

However, if you still have questions after reading this information, please feel free to ask for assistance at any time, or tell us what you need to make your visit with us more comfortable.

After you leave the hospital, you may receive a patient satisfaction survey in the mail. Please take the time to fill it out; your feedback about the care you received and your suggestions will help us improve our services to all patients.

Once again, thank you for choosing Samaritan Medical Center for your healthcare. Please be assured that we will do all we can to always meet your needs comfortably and compassionately.

Thomas H. Carman

President & Chief Executive Officer



MISSION STATEMENT

Samaritan shall provide high quality, comprehensive, safe and compassionate healthcare services to meet the needs of our civilian and military community.

VISION:

Samaritan will be recognized foremost as the preferred provider of inpatient, outpatient, emergency and long-term care services in Jefferson County. Additionally, our health system will enhance selected specialty services to meet the needs of the North Country.

VALUES:

In order to succeed as a team in meeting the healthcare needs of those we serve, Samaritan is committed to: Honesty, Empathy, Accountability, Respect and Trust.



Why We Are the Right Choice for Your Care

Samaritan Medical Center is a 294-bed, not-for-profit community medical center that offers many inpatient and outpatient healthcare services.

From primary and emergency care to highly specialized medical and surgical services, such as cancer treatment, imaging services, behavioral health and addiction services, and neonatal intensive care, Samaritan Medical Center and its team of healthcare professionals proudly serves the medical needs of our civilian and military community. Quality, compassion and safety are the basic principles by which exceptional care is delivered at Samaritan.

Over 180 physicians in 40 different specialties work together with the 2,000+ employees at Samaritan Medical Center to offer a spectrum of diagnostic and treatment services for people of all ages. We want to be your provider of choice and we can only do that with your feedback.

Tell Us About Your Experience

Soon after your discharge, you will receive a confidential patient satisfaction survey by mail from our partner, Press Ganey. Please take the time to complete the survey and share your opinions about your hospital stay. Your feedback is an important part of our goal of improving the care and services we provide.

Heart to Heart Program

If your heart was touched by the care you or your family member received while at Samaritan, our Heart to Heart program offers you a permanent and meaningful way to say thank you. Consider a donation in honor of the Samaritan doctor, nurse, technician, therapist, dietitian, housekeeper, volunteer or other caregiver—or even an entire department who made a difference in your visit or stay.

Your designated caregiver or department will receive special recognition, while your donation will help ensure that future patients

continue to receive the same level of compassionate, high-quality care. Gifts to the Heart to Heart program are used to advance healthcare delivery, benefit current programs and services, and underwrite the cost of new equipment and technology.

For more information or to make a donation, please visit **www.samaritanhealth.com** or contact the Samaritan Medical Center Foundation at 315-785-5745.

Want to Know How We Score?

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

- Medicare Hospital Compare uses HCAHPS results and other data: **www.medicare.gov/hospitalcompare**

You can also find information on hospitals at:

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

CONTACT US: 830 Washington St. • Watertown, NY 13601
315-785-4000 • www.samaritanhealth.com

PHONE DIRECTORY



Key Numbers

Main: 315-785-4000

Toll Free: 1-877-888-6138

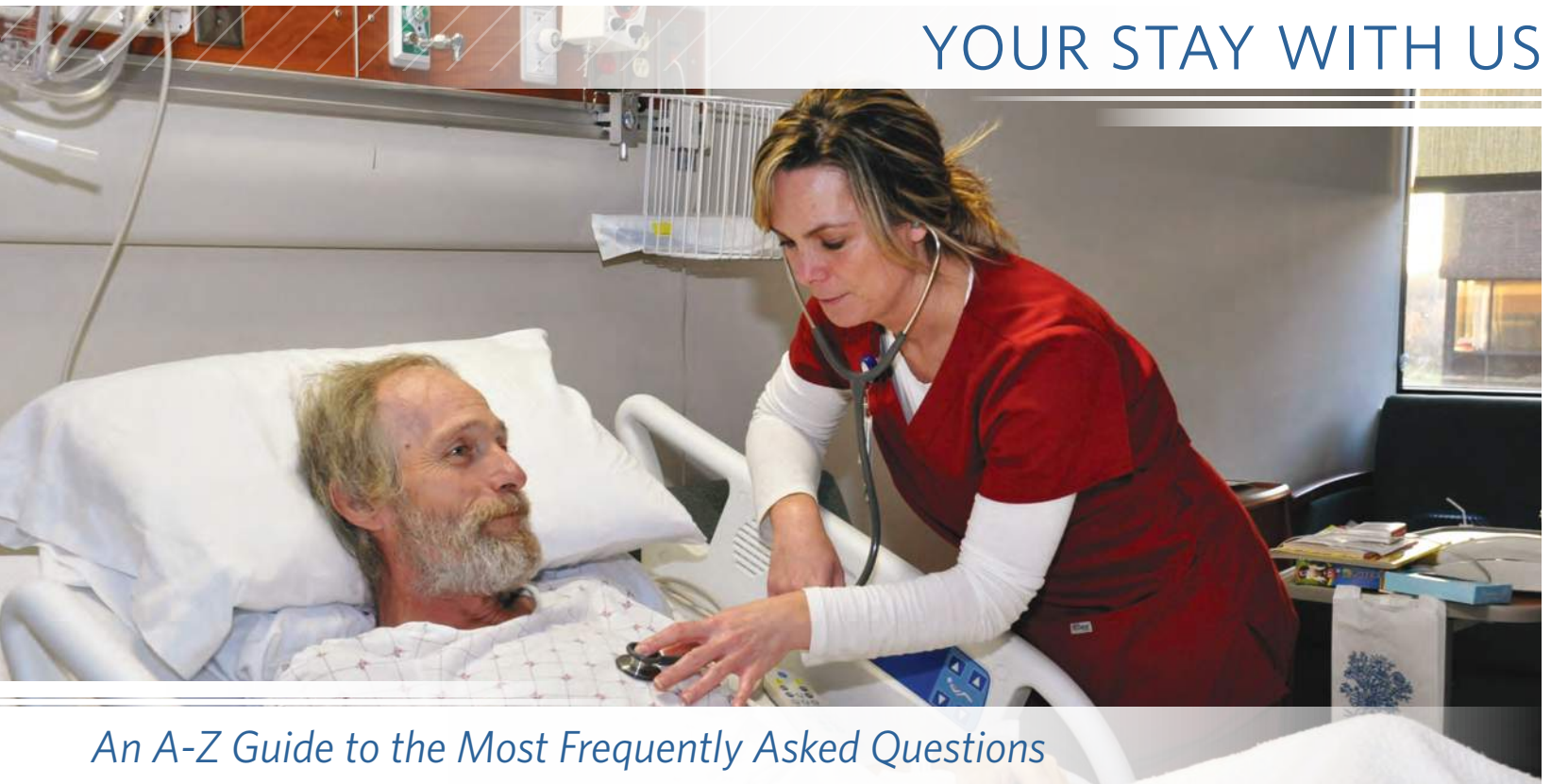


Calling from **INSIDE** the hospital?
Dial the *last four* digits only.

OTHER HOSPITAL SERVICES

Acute Inpatient Rehabilitation	315-786-4800	Housekeeping	315-785-4370	Public Relations	315-785-4584
Billing Office	315-785-4370	Imaging/Radiology	315-779-5200 315-779-5201	Pulmonary Rehabilitation	315-785-4208
Cancer Services	315-785-4600	Lab Testing	315-785-4095	Registration	315-785-4095
Cardiac Rehabilitation	315-785-4208	Maternity	315-785-4050	Rehabilitation Services	315-785-4088
Children's Miracle Network	315-785-4053	Medical Records	315-785-4198	Room Service (from patient room only) Ext. 3000	
Corporate Compliance Hotline	315-779-5170/ toll free 1-877-740-7070	Mental Health Hotline (24 hours a day)	315-785-4516	Room Temperature	315-785-4350
Financial Assistance Program	315-785-4308	Nurse Navigator: Cancer Services	315-786-4920	Sleep Disorders Center/EEG	315-786-4930
Fort Drum Liaison Officer	315-786-3831	Nurse Navigator: Neck & Back Program	1-855-214-2225	Speech Therapy	315-785-4088
Foundation	315-785-5745	Occupational Therapy	315-785-4088	Spiritual Care Services	315-786-4948
Gift Shop	315-785-4084	Patient and Family Services	315-785-4150	Volunteer Opportunities	315-785-4479
Healthy Lifestyles	315-785-4667	Patient Relations Department	315-785-4679		

For more information on the resources available at Samaritan Medical Center, visit: www.samaritanhealth.com.



An A-Z Guide to the Most Frequently Asked Questions

Your healthcare provider will go over things you need to know about your stay with us. Below are a few of the important items to know.

ATM

An ATM is located on the first floor of Samaritan Medical Center near registration.

Cafeteria

Location: First floor of the Pavilion building.

Hours:

Breakfast: 6:30 a.m. to 9:00 a.m.

Lunch: 11:00 a.m. to 2:00 p.m.

Dinner: 4:30 p.m. to 7:00 p.m.

All visitors are welcome to dine in the cafeteria. Discounts are offered to all military personnel and their

families. Room service is available (see p. 7).

Coffee Bar

Location: Starbucks Coffee Shop is on the first floor of the Pavilion building.

Hours:

Monday through Friday:
8:00 a.m. to 3:00 p.m.

Gift Shop

Location: First floor of the Pavilion building.

Hours: Monday through Friday:
10:00 a.m. to 7:00 p.m.
Saturday and Sunday:
10:00 a.m. to 4:00 p.m.



The Gift Shop and Coffee Bar is operated by the Samaritan Auxiliary, and proceeds support Samaritan programs and equipment. Cash and credit cards accepted.

Hourly Rounding

To ensure that your needs are always met, you will be visited by the nursing staff at one-hour intervals between 6:00 a.m. and 10:00 p.m., and every two hours between 10:00 p.m. and 6:00 a.m. On every rounding visit, the nursing staff member will ask:

- About your pain
- About your need to be repositioned
- If you need help to the bathroom
- If you have all needed items within reach

You may also see our administrative team stopping by to ensure we have met all of your expectations during your stay. Please feel free to give any input as we work together to provide you with the highest quality of care.

Call Button

We will attempt to meet all your needs during hourly rounds, but if you need assistance between visits, a button to call your care providers is located on your remote at your bedside. When you press the button, the nursing station will be alerted that you need help and a light will flash above your door. A staff member will respond to your signal in a timely manner. This call button is a direct connection with your care provider.

Every room has a bathroom with emergency cords located both in the shower and next to the commode. If you need help while you are in the bathroom, pull the cord and someone will respond immediately.

Housekeeping

During your stay, clean rooms are our goal. A caring housekeeper will clean your room each day, and it is our pleasure to help you in any way we can. You may contact Housekeeping by using your call button or by dialing ext. 4370 from your room phone.

Interpreters

We recognize that some of our patients have special needs that may include vision, speech, hearing, language and/or cognitive impairments. The following services are available upon request for patients with special needs and may include TDD lines for hearing impaired, TTY services and language interpretation.

Please contact one of your healthcare team members with any request to accommodate your special needs or requirements.

Lost and Found

In the event that your belongings are lost, missing or damaged, please inform your nursing staff as soon as possible so we can assist in locating the items and returning them to you. The Lost & Found department is located in the Patient Relations department and can be reached at 315-785-4679. Lost or missing belongings can be reported to the Lost & Found department and, if the items are later turned in, you will be contacted and the item returned to you. Please note that the Lost & Found department does not keep clothing or other items that are not hygienic. Please be advised that Samaritan will not be responsible for replacement or reimbursement costs associated with lost, missing or damaged items.

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. Samaritan cannot be responsible for replacing personal belongings.

If items, such as a wallet, cash or jewelry, cannot be returned home, you can request that these items be locked in the facility safe. The safe is located in the Cashier's Office within the Registration Department and can be accessed during business hours Monday through Friday from 8:00 a.m. to 4:30 p.m. The Cashier's phone number is 315-785-4090. Please ask a member of your healthcare team for help if you would like to place your valuables in the safe or retrieve items that had been previously placed in the safe.



Mail and Email

If you receive mail during your stay at Samaritan, a volunteer will deliver the mail to your room. Addresses that include your room number will help speed sorting and distribution of mail. If you need to send mail during your stay, postage is available in the Gift Shop. We also offer an Email-A-Patient service for all inpatients. Family and friends can send an email through www.samaritanhealth.com and our staff or volunteers will deliver it to you in a timely fashion.

Notary Services

Notary services are available at no charge to our patients. These services are available Monday through Friday from 8:30 a.m. until 4:30 p.m. and while our Notary Public officials are on duty. Please ask your care provider if you are in need of these services. They will coordinate this service for you.

Organ and Tissue Donation

Across the nation, there is a severe shortage of organs for life-saving transplants. Without organ and tissue donation, many individuals will pass away or remain disabled. Transplants give people a chance to resume full, productive lives.

Anyone can decide to become a donor. If you are interested in more information or would like to register as a donor, please visit donorrecovery.org, call 800-810-5494 or request additional information from your care provider.

Security

Our patients' and visitors' safety is of the utmost importance. If you ever need security help or see suspicious activity, please call our Security staff at 315-778-7638 twenty-four hours a day, seven days a week. You may also ask a care provider to call for you.

Would you like an escort to your vehicle? Call 315-778-7638.

Phone Service

We offer each patient a phone in their room for free local calls and a unique phone number associated with your room for family and friends to call you. To make a phone call outside the hospital, dial 9 and then the local number you are trying to reach. If you need to make a long distance call, please use a calling card. Ask your care provider for any further assistance with phone service.

Use of cellphones: Patients and visitors are welcome to use their personal cellphones while at Samaritan, but we do ask that these guidelines are followed:

- Please do not take any pictures (with any camera device) of other patients, visitors or staff, even if they are in the background of the photo. This violates other patients' rights to privacy while at Samaritan.
- Please be courteous to others when having phone conversations in patient rooms and in public areas.
- Please do not use cellphones, and all smartphones (iPhones, Droids, Blackberry) or devices in or around patient rooms in the Neonatal Intensive Care Unit (NICU) and Intensive Care Unit (ICU), Surgical Services Area (OR and Recovery), the Emergency Department (ED) or any other place life-support or vital signs monitoring is in use.

Room Service

Samaritan's room service program allows you to view complete menu offerings for breakfast, lunch and dinner, including daily specials. When you call room service, our staff is able to make suggestions for special diets if items you requested are not within your doctor's orders.

Room service is available seven days a week:

Breakfast: 6:30 to 9:30 a.m.

Lunch: 11:30 a.m. to 2:00 p.m.

Dinner: 4:30 to 7:00 p.m.

When you are ready to order, call room service by dialing ext. 3000 from your room phone. Food orders will be delivered to your room within 45 minutes of the order being placed. (Please note that meals are available between room service times as well.)

Family members or friends who wish to order a guest tray for delivery to the room can do so for a minimal cost. We can only accept cash payment.

Room Temperature

Your comfort is very important to us. If you would like to adjust the temperature of your room, please dial ext. 4350 from your room phone.



Smoking Policy

Smoking, tobacco and electronic cigarette use is not permitted on any Samaritan property or in any buildings. This policy applies to everyone, including all patients, visitors and staff. Any patient who chooses to leave the hospital to use tobacco will be considered discharged as Against Medical Advice (AMA). If further medical treatment is warranted, the patient will be expected to present to the Emergency Department, where the admission process will start over and the patient risks

the possibility of insurance not covering his or her stay.

Samaritan is committed to offering our patients quality healthcare, and in keeping with this we offer our patients free smoking cessation assistance. Ask your care provider about these free resources and help.

Spiritual Care

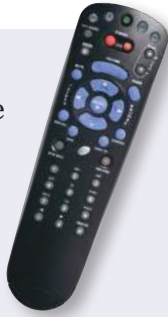
We believe that spiritual care is an important part of providing high-quality healthcare. If you or someone you love is hospitalized and would like to speak to one of

our pastoral care staff, please ask your nurse to contact them or you may call directly at 315-786-4948.

Our pastoral care staff will be happy to assist any patient in locating resources to support your spiritual needs while you're hospitalized. Located on the first floor of the hospital, the chapel is open to all patients and visitors, 24 hours a day, 7 days a week, as a place to reflect, worship, celebrate or reach out for support and strength.

Television

We are pleased to be able to provide free educational videos and approximately 60 cable channels for just \$6 per day.



Cable TV service can be paid for by credit card, debit card and a check over the phone. Please see the Channel Guide on p. 9.

Dial ext. 5389 from your hospital room phone to:

- Activate your service
- Report a problem
- Change service if you have been transferred to a new room or discharged

If you are experiencing problems, a staff member will be always happy to help.

Time to Heal

Samaritan nursing units offer “Quiet Time,” which offers uninterrupted rest during the day for patients. Please ask the nursing staff what time this is offered. You may have your visitors stay during Quiet Time, but we request that you respect other patients’ need for this restful period. Your care providers will be available, if needed. Samaritan’s “Silent Hospitals Help Healing” (SHHH) program works to reduce noise levels to create a soothing hospital environment. Hospital noises, such as alarms, emergencies and patient admissions, are part our environment. We will make every effort to decrease the noise to allow you restful healing. However, if at any time you find the noise to be bothersome, please let any staff member know so your comfort can be maintained.

Vending Machines

Locations:

- First floor of the Pratt Building in the hallway near Registration area
- Maternity waiting room (beverages)
- Fourth floor of the Pratt Building elevator entrance (beverages)

Whiteboards

The whiteboard in your room is a communication tool for your plan of care as outlined by you and your healthcare team. It’s important that we always keep you and your family informed, while at the same time letting your healthcare team know of your special needs. Some of the information that may be displayed includes names of your healthcare team, scheduled tests and procedures, pain goals and any special care information that your healthcare team needs to know in order to provide the best possible care.

Wi-Fi

We provide free Wi-Fi for all patients and visitors. Connect to SHS Guest and accept terms of agreement to connect your device.

Patient Care Partners

We encourage you and your family to actively participate in care planning, treatments and decisions to support your recovery. You will be given an opportunity to name up to two Patient Care Partners (one primary Patient Care Partner and an alternate). Your Patient Care Partner must be an adult that you have identified to be an active part of your healthcare team.

You will be allowed to have one Patient Care Partner stay the night with you and this individual will also be kept informed about your care and progress. Please let your doctor and nurse know who your Patient Care Partner will be when you are admitted or in any other area of the hospital seeking services.

Visitor Guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- Please do not visit if you have a cold, sore throat, fever or other illness.
- Ask before bringing foods, drinks or other items like balloons, flowers or perfume that might trigger allergies into patient rooms.
- Wash your hands before entering patient rooms.
- Make sure all children have a supervising adult with them at all times.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.

Visiting Hours

Visits from family and friends are welcome and can be helpful to a patient’s recovery.

General Hours:

- Daily from 10:00 a.m. to 8:00 p.m.
- Visiting hours may vary depending on the type of patients being cared for on a specific unit. Visitors under the age of 14 must be cleared for visitation by the charge nurse and must be accompanied by an adult other than the patient.

TV Channel Listings

Check out our special
hospital channel:



2 WNYF	28 Spike TV	52 HGTV
3 WSTM	29 VH1 East	53 The Food Network
4 WWNY	30 CMT	54 MSG Plus
6 WWTI	31 TV Land	55 History Channel
7 TW Cable Sports	32 Nickelodeon	56 Lifetime Movie Network
8 WPBS	33 Lifetime	57 Fox News Channel
9 TBS	34 truTV	58 YES Network
10 News 10 Now	35 The Weather Channel	59 MSNBC
11 CKWS	36 BET	60 E!
12 WGN	37 Bravo	61 Travel Channel
13 CJOH	38 A&E	62 C-SPAN
14 WBWT	39 MTV	63 Syfy
15 USA	40 MSG	64 ION Television
16 The Disney Channel	41 AMC	66 Comedy Central
17 CNN	42 HSN	67 The Golf Channel
18 Headline News	43 CNBC	68 TCM
19 QVC	44 Univision - TV	69 National Geographic
20 ABC Family	45 OWN	70 WE TV
21 ESPN	46 Versus	80 Samaritan Channel
22 TNT	47 SportsNet NY	95 TV Guide Network
23 EWTN	48 Hallmark Channel	96 Cable System Information
24 Animal Planet	49 FX	99 Public Access
26 Discovery Fit and Health	50 TLC	
27 Discovery Channel	51 ESPN2	

MANAGING YOUR COMFORT



You Have the Right to the Best Care

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?

How bad is it on this pain scale?

Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

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

Comfort and Pain Relief Options

The following options of pain control and comfort were designed by patients and caregivers to help you and your doctor and/or nurse make pain goal decisions together. Depending on your individual plan of care, some options may be restricted for a time until your condition improves. Please discuss your pain control goals and comfort options with your doctor and/or nurse. You know how you are feeling better than anyone, so we hope this menu makes it easier for you to talk with us about your pain control throughout your hospital stay.

Note: Please remember that pain control does not necessarily mean pain free. A well-controlled pain level allows you to perform your daily routine. Our ability to control your pain may be limited by your other medical conditions.

Comfort actions

- Walk in the hall*
- Bath or shower*
- Gentle stretching/range of motion*
- Repositioning
- Darken the room
- Adjust room temperature

Comfort items

- Cool compress*
- Warm compress/washcloth*
- Humidification for your oxygen therapy*

- Saline nose spray*
- Extra blanket
- Extra pillow
- Pillow to raise your knees and ankles
- Mouth swabs

Relaxation options

- Washcloth to cover eyes
- Visit from clergy
- Quiet uninterrupted time
- Back rub
- Serenity room (where available)

Personal care items

- Deodorant
- Toothbrush/toothpaste
- Comb
- Shampoo/conditioner
- Pajama bottoms

For when medication is needed

- Alert any healthcare provider that you think your pain requires medication.
- Ask for your pain medication before your pain interferes with your ability to function. Ask your nurse when your pain medicine is scheduled next.
- Let your nurse know if your pain medication is not working.
- Discuss with your doctor if you have a pain regimen at home that works for you.

**With provider approval or order*

Medication Safety

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking?
- How often will I be taking it, and for how long?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

How to keep boredom at bay

- Use of your personal laptop computer, tablet, smartphone or handheld video game (free Wi-Fi access is available. Select shsguest—no password needed)
- Books/magazines/puzzle books (available for purchase in the Gift Shop)
- Cable TV (available for purchase for \$6 per day)



Always know which medications and how much you are taking. This is important information prior to being admitted, especially for medication reconciliation at your time to discharge.

FOR OUR MILITARY PATIENTS & FAMILIES



Serving our military patients and their family members is a privilege that we take very seriously at Samaritan—in fact, our service to our soldiers and families is part of our mission to serve the community. We are proud of the new partnerships that we've formed with Fort Drum to improve the access and ensure high-quality healthcare to our military patients. These partnerships help us to better understand military family dynamics, as well as its unique rewards and challenges—needs that other community members may not face.

Fort Drum Liaison

Fort Drum is the only active duty division U.S. Army installation without its own inpatient hospital. Though many outpatient services are available on and off post, Samaritan Medical Center is the major provider of inpatient care to soldiers and their families who are stationed at Fort Drum.

Samaritan partners with Fort Drum to accommodate the placement of a 10th Mountain Division Casualty Liaison Officer (LNO) at Samaritan Medical Center. The LNO interfaces regularly with Fort Drum Command and active duty soldiers using our services, and is available to soldiers and their family members as a resource in determining where to go for healthcare services within the community. The LNO is a direct link back to the Fort Drum Command and is the point of contact for our outpatient and inpatient services. To contact the LNO office, please call 315-786-3831.

Military Family Resources

Operation Special Delivery (OSD) is a free program that provides trained doulas for pregnant women who

may be anticipating the absence of their spouse or partner due to a military reason during the birth of their newborn. A doula is someone who is specially trained to give informational, emotional and physical support to a woman during childbirth. For more information about Operation Special Delivery please visit their website at www.operationsspecialdelivery.com/.

Samaritan is also proud to partner with Army Community Service (ACS), which offers the Fort Drum ACS New Parent Support Program. This program offers expectant military parents and parents of newborns and young children the opportunity to learn new skills as parents and also improve old ones. For more information about this program, please contact them at 315-772-0748 or visit www.drummwr.com/ArmyCommunityService.htm.

Contacting a Soldier Overseas

If a patient has an important or urgent message to deliver to their soldier, you can contact the Fort Drum Red Cross office at 315-772-6561. You will need to provide the following information to ensure that the Red Cross is able to deliver the message.

Here is an example:

Name of the Soldier and their

rank: John Doe, Sergeant

Date of Birth or SSN: 2/14/84

Branch of Service: Army

Division: 10th Mountain Division

Brigade: 2nd Brigade

Battalion/Squadron: 1-89 Cav

Company/Battery/or Troop:

A-Troop

Platoon: 3rd Platoon

These messages, while used less now, in the age of technology are the only official way of guaranteeing that a message will be relayed to a soldier

in case of an emergency. Any type of message: illness, injury, birth or death will be verified by the Red Cross before being sent to the soldier. It's the only form of notification the Army will accept to give a soldier permission to return home.

Exceptional Family Member Program

The Exceptional Family Member Program (EFMP) for Military Families works with other military and civilian agencies to provide for family members with special needs.

The EFMP assists with the special physical, emotional, developmental and intellectual needs by providing community support services such as resources, information and referral, advocacy, support groups, respite care and relocation assistance.

An Exceptional Family Member is a dependent family member (child or adult) of an active duty soldier, with any physical, emotional, developmental, behavioral, mental or intellectual disorder, that requires special treatment, therapy, education, training or counseling on an ongoing basis.

Some examples of EFMs are those with asthma, autism or Pervasive Developmental Disorders (PDD), Attention Deficit Disorder (ADD or ADHD), diabetes, arthritis, depression, bipolar, schizophrenia, anxiety/phobias and panic disorders, learning disabilities or any special education services, and high-risk newborn.

Contact Information:

Exceptional Family Member Program
Army Community Service
Conway Rd., Bldg. P-4330
315-772-6556
1-800-826-0886

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.

7 KEY WAYS TO TAKE CHARGE OF YOUR CARE

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your health, and you have a right to know.

Pay attention to the care you receive. Always make sure you're receiving the right treatments and medicines from the right healthcare professionals. Don't assume anything.

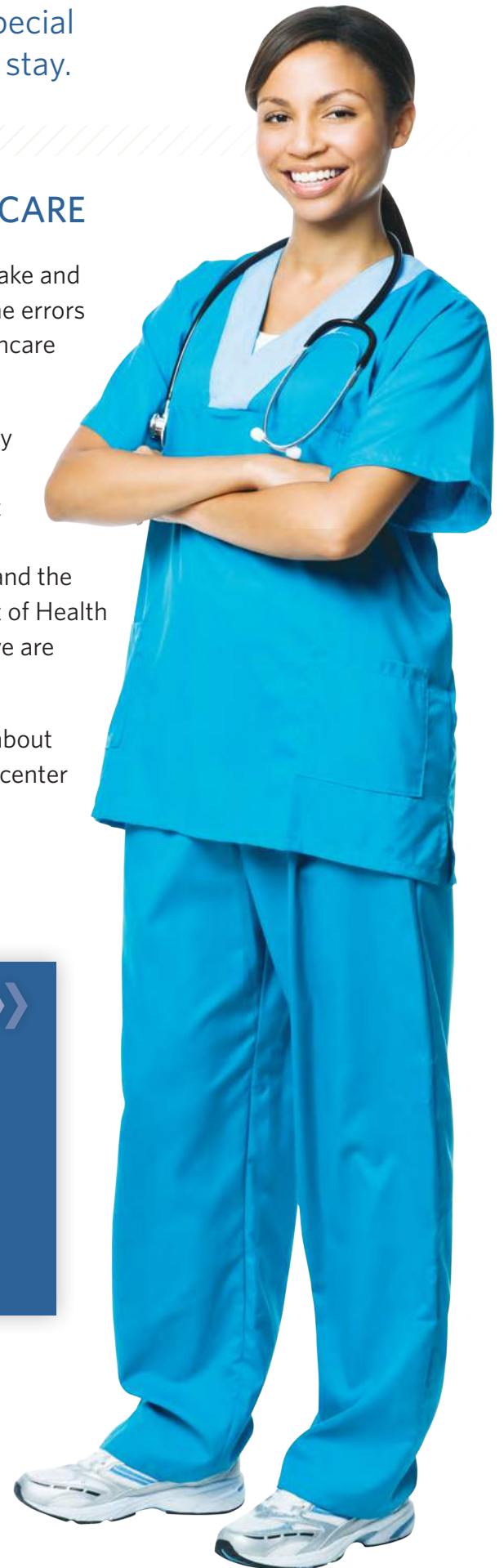
Educate yourself about your illness. Learn about the medical tests you're receiving and your treatment plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.

Use a hospital, clinic, surgery center, or other type of healthcare organization that has been carefully checked out. The Joint Commission and the New York State Department of Health visits Samaritan to ensure we are meeting quality standards.

Participate in all decisions about your treatment. You are the center of the healthcare team.



And Remember, Take Charge of Your Communication >>>

Ask About Jargon: If you hear a medical term you don't understand, ask what it means.

"Teach Back": After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.

Take Notes: Write down any key facts your doctor tells you so you won't forget.

5 WAYS TO FIGHT INFECTIONS

The hospital is a place you come to get well, but you can also 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!

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.

CLEANING TIP:

Use soap and water or hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing *Happy Birthday*).



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.



PREVENT FALLS

Patients often fall because they are on medications that make them dizzy, because they are weak and unsteady due to illness or medical procedures, or because they've been sitting or lying down for too long.

For your safety, please:

- Always call for assistance before getting out of bed.
- Wear properly fitting shoes with nonskid soles.
- Keep the call button within easy reach.
- Have other necessary items within reach, such as your glasses, tissues, telephone and anything else you need.
- When you get assistance, rise slowly from your bed or chair to prevent dizziness.
- Walk close to the wall and hold onto the handrail while in the bathroom.



BLOOD CLOT PREVENTION

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. Tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charlie horse that worsens
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that worsens when you breathe deeply or cough
- Light-headedness or blacking out



PRESSURE ULCER PREVENTION

A pressure ulcer is an injury to the skin and the tissue underneath. It is usually caused by unrelieved pressure or friction. Pressure ulcers may be called bed sores or decubitus ulcers. We have a specialized wound team that can be requested by your doctor if services are needed.

Here's how you can reduce your risk of pressure ulcers and take care of your skin:

- Inspect your skin and wound dressing daily. Look for redness, broken skin, pain or drainage. Remove clothing, socks and shoes, and inspect the whole body.
- Keep skin and wound dressings clean and dry.
- Use moisturizing creams for dry and scaly skin.
- Use moisture-barrier creams to protect skin from incontinence.
- Use absorbent pads or diapers to help keep the skin dry.
- Wounds must be kept moist. Use products designed for this purpose.
- When being assisted to move in bed, request a drawsheet or assistive device to prevent dragging your fragile skin on the bedsheet.
- Keep heels up off the bed. Do this by putting a thin foam pad or pillow under the legs from mid-calf to ankle.
- Keep knees, ankles and other bony points from touching. Use pillows to keep the pressure off.
- Never put weight directly on a pressure sore.
- Eat healthy foods and drink plenty of water or other fluids. This will help skin heal and stay healthy.

TESTS AND TREATMENTS

When you are admitted to the hospital, there are tests and treatments you may need to have while under our care. Please ask any care provider about your individual needs and what your doctor has ordered specifically for you.

Please understand that after your doctor tells you a test will be ordered, the actual test will not occur immediately. All tests must be fit into the existing schedule for the day. If you have questions about an upcoming test or exam, what it is or how it is done, please ask your care provider for education sheets that are available to you.

Fast or Fasting

Some lab tests require you to fast, meaning you do not consume food or drinks for a certain number of

hours prior to start of your test. Your caregiver will let you know if this is the case for your tests.

Lab Draws

If your doctor orders blood tests for you, the lab staff will typically draw your blood between the morning hours of 4:30 a.m. and 7:00 a.m. There may also be times throughout the day when we may request to draw your blood for additional tests.

Physical Rehabilitation Services

Physical therapists and/or occupational therapists can teach you how to manage your health condition, improve your muscle functions and help motivate you.

Speech therapists can assist you if you have difficulty communicating or swallowing.

Radiology Tests

The radiology machines (X-ray, CT and MRI) unfortunately are not portable. If you need any of those tests, a transporter will come to your room and take you to the Radiology department on the first floor of the hospital for the test. If you have a family member or friend with you, they can go with you to the Radiology department.

Some tests require additional scheduling. Often they will be performed later in the day or the following day.

Respiratory Services

Respiratory therapists are here to help you build your lung strength and improve your breathing. How often you have therapy will depend on the level of care and rehabilitation you need.

PREVENT HOSPITAL INFECTIONS



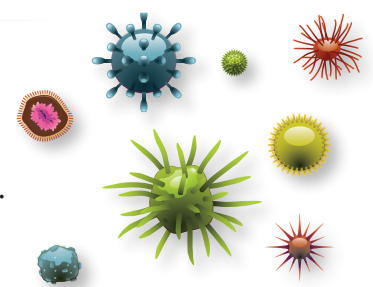
Take Steps to Reduce Your Risk During Your Stay

According to the U.S. Department of Health and Human Services, 1 in 25 patients gets a healthcare-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

Type	How It Starts	Symptoms	Prevention
Catheter-Associated Urinary Tract Infections (UTI)	Germs enter your urinary tract while using a tube to drain urine	<ul style="list-style-type: none"> ■ fever ■ burning ■ pain ■ bloody or frequent urination 	<ul style="list-style-type: none"> ■ clean hands before touching area ■ keep urine bag below level of bladder to prevent backflow ■ don't tug, pull, twist or bend the tube ■ secure catheter to your leg and ask every day if it's still needed
Surgical Site Infections	Germs affect the site of your surgery—either on your skin or internally	<ul style="list-style-type: none"> ■ redness ■ pain ■ drainage of cloudy fluid ■ fever 	<ul style="list-style-type: none"> ■ do not shave surgery site (irritation increases risk of infection) ■ clean hands before touching area ■ don't let visitors touch or dress your wound ■ ask your nurse to show you how to care for your wound
Central Line-Associated Bloodstream Infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin	<ul style="list-style-type: none"> ■ red skin and soreness at site ■ fever ■ chills 	<ul style="list-style-type: none"> ■ clean hands before touching area ■ make sure staff wear gloves, gown, cap, mask and sterile drape when handling tube ■ speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore ■ avoid touching tube or letting visitors touch tube ■ ask that tube be removed as soon as possible
Ventilator-Associated Pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe	<ul style="list-style-type: none"> ■ cough ■ mucus ■ fever ■ chills ■ shortness of breath 	<ul style="list-style-type: none"> ■ clean hands before touching area ■ ask if it's safe to raise the head of your bed ■ know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened ■ ask that tube be removed as soon as possible

Superbugs

A “superbug” is a germ that causes a bacterial, viral or fungal infection, but doesn't respond to usual treatments. This means these bugs make you sicker longer and increase your risk of serious complications. Common strands include MRSA, E. coli, and VRE. Superbugs spread from person to person through touching hands or objects. Protect yourself by taking the steps above. And remember, wash your hands and ask everyone you see during your stay to wash his or her hands too.



AS OUR PATIENT



Your Right To Make Medical Decisions

The following information explains your rights to make healthcare decisions and how you can plan now for your medical care if you are unable to speak for yourself in the future. A federal law requires us to provide you with this information, and we hope it will help increase your control over your medical treatment.

Please see the Health Care Proxy – Your Rights booklet in this guide. Use this booklet as your guide to your medical care, decision making and more.

Please also refer to the MOLST (Medical Orders for Life Sustaining Treatment) paperwork (the pink papers) for even more medical decision information. The MOLST provides a way to communicate patient preferences for end-of-life treatment across treatment settings. It is a physician order that has to be followed by other healthcare providers.

Please ask your care providers for more information.

Patient Relations and Advocacy

At Samaritan, we strive to always provide the best care to our patients. Your experience while under our care is very important to us, and we encourage your feedback—both positive and negative. If you wish to discuss your experience with Samaritan Medical Center or any of its affiliates, we encourage you to contact our Patient Relations department.

It is our goal to share positive feedback with our staff, as well as to address concerns and complaints

if they arise. If we do not meet your expectations, we will attempt to resolve concerns and complaints when we can. Your feedback will help us make improvements and continue to reinforce what is working well. We believe in continuous improvement, and we can only do this with your help.

To contact our Patient Relations Department, please call 315-785-4679 or toll-free 1-877-888-6138.

Office hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. The office is located on the first floor of the hospital next to Registration.

Our Patient Relations department is also an outlet for patient advocacy. While our staff and physicians advocate strongly for each of our patients, you, your family and your friends are your best advocates. Patient Relations volunteers visit patients to talk about their stay and the care provided. We encourage all patients to SPEAK UP about the care you are receiving.

Please also read the Patient Bill of Rights and Patient Responsibility information that pertains to every patient—know your rights, it is important.

Patient Responsibility

We believe that, as our patient, you have basic responsibilities, to:

- Provide information about past and present medical problems to your doctor or healthcare provider
- Ask questions when you do not understand your treatment plan and what is expected of you
- Follow the instructions of your doctor or caregiver

- Accept the outcome of not complying with the instructions
- Follow Samaritan rules and regulations
- Avoid unnecessary noise
- Follow the smoking rules
- Respect the property of others
- Follow visiting hours

Privacy: Information Disclosure

As a patient, you were provided a copy of this policy and asked to sign the document as your acknowledgment of this policy. If you have any questions about your medical privacy and how Samaritan protects your private medical information, please refer to this policy or ask your care provider.

Ethics Committee

When you are faced with making important and difficult decisions about your care or the care of your loved one, having someone available to discuss the problem with you and offer suggestions and insight can be very helpful. An ethical concern comes up when the right thing to do is not clear or when there is a disagreement about what is best for a patient in a particular situation.

Members of the Samaritan Medical Center Ethics Committee are available to assist you with these kinds of concerns.

If you are interested in further information or in obtaining a consultation, you may call the Nursing Supervisor or speak to your nurse or discharge planner, and they will be glad to assist you.



Preparing for Discharge

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

Your discharge planning begins on the day of admission to Samaritan Medical Center. Our goal is to make the discharge process as smooth as possible and to avoid the inconvenience of delays. With your assistance and cooperation, we will have all arrangements and any required paperwork completed prior to discharge time.

Your care team (social worker, case manager, nurses, physicians and therapy staff) will be working with you throughout your hospital stay to prepare you for discharge.

We will help assess and coordinate the following:

- Transportation on the day of discharge
- Nursing home placement
- Home care services
- Rehabilitation facility placement or referral
- Medical equipment or supplies
- Community resources
- Medication

Your Discharge

Planning for your discharge begins very soon after your admission. Talk with your doctor and nursing staff about your discharge plans often. When your doctor decides

you are ready to leave the hospital, a discharge order will be written. You should make arrangements with a family member or friend to help you when it's time to go home; it helps to talk with your family or friends right away.

Patient and Family Responsibilities

A smooth and coordinated discharge process is ensured when patients and family members work with the Samaritan Medical Center staff throughout the hospital stay.

- Inform your social worker of any discharge needs as soon as possible.
- Make arrangements to leave Samaritan Medical Center on the expected date of discharge.
- If you have any questions about your discharge plans, contact your social worker or case manager, or call the Samaritan Medical Center Social Services Department at 315-785-4150 or ask any of your care providers to contact them for you.

Samaritan's Care Coordination Responsibilities

The Samaritan Medical Center staff will work with you to make this transition as smooth as possible. If you are going:

- **Home:** We will provide you with discharge instructions and information on medications and treatments needed upon discharge.
- **Home with home care services:** We will provide a report of your status to the home health agency. Your physician will give the home health agency treatment orders.
- **To another facility:** We will provide a report of your status to the facility prior to discharge. Your physician will give the facility treatment orders. Your social worker will arrange for transportation to the facility, if needed.

The Quality and Safety of Your Care Are of Great Importance to Us

Our Goals:

- Safely discharge you as early in the day as possible with 12:00 p.m. as our goal
- Include all people who you want to be part of your discharge planning and instructions

How You Can Help:

- Tell us who you want to have included in your discharge planning and instructions
- Ask questions about your continued care and treatment

TOP 10 QUESTIONS TO ASK BEFORE DISCHARGE

1. What number can I call 24 hours a day if I have questions or concerns? Who is my contact?

2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?

3. What are key warning signs I need to watch out for? Who do I call if they happen?

4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?

5. What kinds of activities and foods are limited? For how long?

6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?

7. Are my new medicines safe to take with my other medicines, vitamins or supplements?

8. Do I know how and when to take my medicines and how I will get prescriptions filled?

9. Who will provide the extra personal, home or healthcare services I may need?

10. Who can help me if I have concerns about medical costs?

Community Healthcare Resources

There are many community resources for individuals who are in need of some extra help or care once they leave the hospital. Please ask your care provider for a full listing of these community agencies.

Medical Records

To access your Medical Records, you must fill out a Medical Release Form, which can be found on our website, www.samaritanhealth.com, or can be picked up from the Medical Records office in the hospital. Samaritan contracts with a copy service company, HEALTHPORT, to handle requests for records. HEALTHPORT charges a flat fee of 75 cents per page and requests can take up to 10 business days.

HEALTHPORT will contact you for a fee approval. Please call Samaritan at 315-785-4198 to request your records, or visit us Monday through Friday from 8:30 a.m. to 5:00 p.m. Medical Records is located on the second floor of the hospital. If you are coming to Samaritan personally to pick up records, please be sure to bring a photo ID. We cannot give your records to anyone but you without your written authorization. A Health Care Proxy only allows the proxy to request records in the event that the patient is incapacitated and cannot give written permission. Samaritan will also share your medical records with your other physicians once you leave the hospital. This is a free service through the electronic medical records system that we participate in.

MySamaritanHealth.com

Samaritan's online patient portal, MySamaritanHealth.com, enables you to more actively manage your healthcare. Whether you're maintaining good health, recovering from a recent illness or injury, managing a chronic condition, or having a consult for surgery, we want to make sure you have your most up-to-date medical information available to you. It's all part of our commitment to encouraging our patients and their families to be more active participants in their own care.

With MySamaritanHealth.com you may be able to view your personal health summary, including medications, immunizations, allergies and most lab results; view, print and download your medical records on demand; review your billing statements—with the option to pay them online—easily, safely and according to your schedule. With your secure password, you can log into the online portal anytime, anywhere using a computer or smartphone with an Internet connection.

When you are admitted to Samaritan Medical Center Hospital you should receive information about enrolling in MySamaritanHealth.com. If you provide us with a valid email, an account will be created for you in our system. This should not be a work or shared email address. If you did not receive information about enrolling in MySamaritanHealth.com or if you have questions, please contact Samaritan Medical Center's Health Information Management (Medical Records) Department at 315-785-4099, Monday through Friday from 7:00 a.m. to 3:00 p.m. or ask your nurse about MySamaritanHealth.com.



FINANCIAL INFORMATION

Your hospital bill and payment(s) can be confusing. The following information will help you understand your hospital charges, billing procedures and payment options.

Our Patient Accounting staff will bill your insurances for all Samaritan charges. If you have no insurance or have balances that present a financial hardship, please refer to the Financial Assistance Application on the next page.

- **Payment by Insurance:** If you carry health insurance, we will bill your insurance carrier shortly after your visit. You will receive an explanation of benefits (not a bill) from your insurance carrier to let you know about your coverage. You will not receive any other communication from our hospital unless the insurance company has not paid your claim or if there is a balance due from you for charges not covered by your insurance. We encourage you to know and understand your plan's specific benefits. Please contact your insurance company for questions concerning co-pays and deductibles.
- **Medicare:** If you are a Medicare recipient, we will need a copy of your Medicare card to verify your eligibility and process your Medicare claim. Deductibles and co-payments are the responsibility of the patient.
- **Medicaid:** If you are a Medicaid recipient, we will need a copy of your Medicaid card. Some Medicaid recipients are responsible for co-payments.
- **Workers' Compensation/No Fault:** If your hospital care is related to an injury at work, we will need your employer's Workers' Compensation carrier and case number. If your hospital care is the result of an automobile accident, we will need

your No Fault carrier and claim number.

Other Bills You May Receive

When you receive a bill for services provided by Samaritan, the bill does not include physician services. You may receive a separate bill from any of the following:

- Your private doctor
- North Country Emergency Medical Consultants 1-866-952-6774
- Jefferson Anesthesiology Services 315-785-9153
- Samaritan Medical Practice, PC 315-788-1751
- Northern Radiology Associates 315-786-5000

Please call these offices if you have questions about your bill that pertains to them.

For your convenience, Samaritan offers online bill pay. Visit www.samaritanhealth.com to pay a Samaritan bill.

The New York Health Care Reform Act

Healthcare payers are required to pay an assessment to fund healthcare initiatives. This means for any self-pay portions, you will be assessed a surcharge, currently 9.63 percent, which represents your portion of New York State's Health Care financing laws. These surcharges are forwarded to New York State to provide healthcare to the uninsured, to train future physicians, and to support other "public goods" in healthcare.

Call a Patient Account Representative

When you have questions about your bill or insurance payments, or to discuss payment options, call our

Patient Accounting Office Monday through Friday from 8:00 a.m. to 4:30 p.m. at 315-203-1921 or toll-free at 1-877-350-4624.

Government Insurance Liaison

The Government Insurance Liaison (GIL) at Samaritan assists and represents uninsured and underinsured patients with the process of applying for Medicaid or other coverage if applicable. In addition, the GIL assists with the necessary documentation as requested by Department of Social Services. Other programs that the GIL assists with are unemployment, Social Security, and assistance with the application for Food Stamps, HEAP and temporary assistance.

For more information please call 315-779-5391.

Patient Financial Assistance Program

Samaritan Medical Center renders medical care to all persons in need of care, regardless of their ability to pay. Samaritan's Patient Financial Assistance Program may help those who are unable to pay all of their medical bills, if they qualify.

If you are worried that you will be unable to pay your Samaritan medical bill in full, please complete and return the attached application to be considered for this program. You may qualify for discounts on Samaritan medical expenses if:

- You do not have health insurance
- Your health insurance does not cover all of the medical care you need
- You are not eligible for Medicaid or another type of health insurance
- You meet the financial criteria

If you have not recently applied for Medicaid/Family Health Plus, please sign the consent in Section VI, allowing us to exchange information with the Department of Social Services. In addition to recent pay stubs, income verification for the time period of your Samaritan services will be needed to determine whether a state-sponsored insurance application should be completed.

If you have any questions regarding the application or if you need help filling it out, please contact our Financial Counselor at (315) 785-4308.

Please mail this application & supporting documents within 20 days to:

Samaritan Medical Center
 Attention: Financial Counselor
 830 Washington Street
 Watertown, NY 13601
 or email completed application & supporting documents to
 financialassist@shsny.com

Application for Financial Assistance Program

Section I: General Information (please print)			
Patient's Name:			
Last	First	MI	
Address:			
City:	State:	Zip Code:	
Home Phone:	Work Phone:		
County of Residence:		Social Security #:	
Age:	Sex:	Marital Status:	Date of Birth:

Section II: Guarantor Information - Responsible Party (please print)			
Name:		Relationship to Patient:	
Date of Birth:		Social Security #:	
Address:			
City:	State:	Zip Code:	
Employer:			
Household Members:	DOB:	Age:	Relationship to Self:

Section III: Preferred Method of Contact	
<input type="checkbox"/> Email	Email Address:
<input type="checkbox"/> Mail	
<input type="checkbox"/> Phone	

Section IV Household Income Information (please print)

Application requires proof of income: Copies of last two (2) months of pay stubs & copy of your last filed tax return

Gross Monthly Income	
Family's Gross Monthly Wages	\$
Unemployment	\$
Workers' Compensation	\$
Interest/Dividends	\$
Child Support/Alimony	\$
Social Security/Disability	\$
NYS Disability	\$
Pension	\$
Other/Specify (ie: Rental Income)	\$
*Application requires proof of income: Copies of your last two months of pay stubs & a copy of your last filed tax return - check box if you have NOT filed return <input type="checkbox"/>	Total \$

Section V Required Documents

- Eight (8) weeks of current wages
- Last filed Federal Tax Return
- Application signed and dated in both Section VI & VII
- MEDICAID decision letter (if applicable)

Section VI: Status of Medicaid Eligibility (please print/sign)

Applied for Medicaid? Y ___ N ___

If Yes: Pending ___ Denied ___ (please attach copy of denial) Approved ___

If Approved: Spend Down \$ _____

I hereby give my consent to Samaritan Medical Center & Jefferson county Department of Social Services to exchange information on the SMC Financial Assistance Application for the purpose of determining whether my household may qualify for assistance with medical bills. I understand that the information will be treated as confidential.

X

Signature Date

X

Signature Date

Section VII: Required Signature for Processing of Patient Financial Assistance Program

I understand that this application for Patient Financial Assistance program is confidential & will be used to determine my eligibility for uncompensated services under the guidelines established by Samaritan Medical Center. I affirm the information provided is accurate to the best of my knowledge. If any information that has been given proves to be untrue, I understand that Samaritan Medical Center may re-evaluate my financial status & take whatever action becomes appropriate.

X

Signature Date

YOUR HEALTHCARE TEAM



Your healthcare team consists of a number of people who work together to provide you with the best patient focused care. As our patient, you can rest assured you will receive focused care and attention from a dedicated team of medical professionals.

Case Managers

Registered Nurses who work with the patients' care team to ensure individual needs are addressed in a timely manner and coordinate communication among your physicians and your insurance carrier.

Certified Nurse Midwives

Certified Nurse Midwives care for women during preconception, prenatal (pregnancy), labor and delivery, and postpartum (after-delivery) periods, and provides family-planning counseling and gynecological care.

Certified Nursing Assistants (CNA)

Assists in providing care, under the direction of a nurse or physician.

Discharge Planners

Social workers who work together with you, your family and other

members of the healthcare team to coordinate community and other services as needed after you go home. Discharge planners are also available to help resolve issues related to your care and treatment at Samaritan.

Environmental Services Staff (Housekeeping)

Staff who keep the hospital clean and well maintained.

Licensed Practical Nurses (LPN)

Assists in providing care, under the direction of a nurse or physician.

Hospitalists Program

If your personal physician cannot manage your care while you are in the hospital, a Hospitalist will focus on your care and recovery. A Hospitalist is a full-time physician specially trained in Internal Medicine who focuses on caring for special needs of patients in the hospital or those with numerous complex medical problems that require acute inpatient care.

Because they concentrate on just hospital care, Hospitalists are able to devote all of their efforts in the care of acutely ill patients. Your Primary Care Physician will continue to care for you when you leave the hospital. The Hospitalists will consult and communicate with your Primary Care Physician to better care for your overall needs. Hospitalists are, in essence, your physician's partners here in the hospital. If you or your family have any questions about the Hospitalists Program, or need to reach them at any time about your care and recovery, please call 315-779-5298.



David Flint, MD
Program Director



Aaron Campbell, DO



Ingy Hanna, DO



Joan C. Guervarra, MD



John Laldin, MD



Nazeel Quresi, MD



Aruna Ray, MD



Marissa Vespa, PA

Nurse Managers (formerly Head Nurses)

Registered nurses who direct and organize the unit where you stay. They are accountable for your care 24 hours a day and can help you with any problems or questions you may have.

Nurse Navigator

A nurse navigator is a registered nurse, supported by medical directors, who works across the healthcare system to ensure you receive the right care at the right time. A nurse navigator can assist you in managing your healthcare resources and can act proactively on your behalf. The goal is to enhance the quality of care you receive by helping you navigate through a complex healthcare system. Samaritan currently offers two nurse navigator programs:

Oncology/Cancer Nurse Navigator: 315-786-4920

Neck & Back Program Nurse Navigator: 315-786-3840 or toll free 1-855-214-BACK (2225)

A nurse navigator enhances your healthcare experience by offering one-on-one, personalized support. Here are just a few of the things a nurse navigator can do for you:

- Research questions and coordinate care related to medical conditions.
- Help improve the communication between you and your provider.
- Assist you in understanding your diagnosis and treatment options.
- Assist you in understanding complex benefits and the prior authorization process.
- Listen to your concerns and questions, and coach you through difficult decisions.
- Research financial support opportunities.

Nurse Practitioners (NP)

Registered nurses who have completed graduate-level education and advanced clinical training. NPs provide preventive and acute healthcare services to individuals of all ages. They work independently and collaboratively with physicians to diagnose, prescribe medication and order treatment. An NP can serve as a patient's primary care provider.

Nursing Assistants (NA)

Assists in providing care, under the direction of a nurse or physician.

Nursing Supervisors

Registered nurses who direct care of patients in the hospital on nights and weekends. They are accountable for patient care in the absence of the nurse manager and can help you with any problems or questions you may have during the evening or on the weekend.

Patient Care Assistants (PCA)

Assists in providing care, under the direction of a nurse or physician.

Personal Physicians

Those physicians who direct your medical or surgical program and plan your treatment.

Physician Assistants (PA)

Certified providers who have received academic and clinical training to provide patient care under the direction of a physician.

Registered Dieticians

May help plan your diet and provide nutritional education to follow after you go home.

Registered Nurses (RN)

The key contact between you and the rest of your healthcare team. They coordinate all aspects of your care based on your physician's written orders.

Residents/Medical Students

Physicians who have obtained their medical degree and are receiving additional training in their chosen specialty working under the supervision of your personal physician or Hospitalist.

Spiritual Care Providers

Can be available to provide spiritual comfort and to assist in meeting your religious needs.

Technicians and Therapists

May be involved in your care as your special needs require.

Visual Observation Staff

Staff who care for our patients who are at high risk of falling or are awaiting placement in the Inpatient Mental Health Unit.

Volunteers

Community-driven people who assist staff and may provide emotional support and comfort for patients in many helpful ways.



We Are Here to Serve You.

If at any time during your stay, you have a question about who is caring for you, or you need help for any reason, please ask. Our staff member will find the right person to provide you with the care you need.

Samaritan Health Services

Samaritan Medical Center and its affiliates provide many healthcare-related services throughout Northern New York and the Fort Drum region. For a complete listing of all Samaritan services, community locations, and contact information, please visit samaritanhealth.com.

MEDICAL CENTER (MAIN HOSPITAL)

830 Washington Street, Watertown
315-785-4000 (main)

Urgent Care

26908 Independence Way, Suite 101, Evans Mills
315-629-4080

Family Health Centers

Samaritan Family Health Center at Adams
10881 NYS Route 11, Adams
315-232-4400

Samaritan Family Health Center at Cape Vincent
782 East Broadway, Cape Vincent
315-654-2530

Samaritan Family Health Center at Clayton
909 Strawberry Lane, Clayton
315-686-2094

Samaritan Family Health Center at Lacona
3 DeMott Street, Lacona
315-387-3400

Samaritan Family Health Center at LeRay
26908 Independence Way, Suite 101, Evans Mills
315-629-4525

Samaritan Family Health Center at Sackets Harbor
105 Barracks Drive, Sackets Harbor
315-646-7119

Samaritan Family Health Center at Watertown
Samaritan Medical Plaza
1575 Washington Street, Suite B, Watertown
315-786-7300

All Family Health Centers offer lab services and many offer x-ray and other imaging procedures. Please call for hours and exact testing available.

Behavioral Health Services

Inpatient Mental Health Unit
Samaritan Medical Center
315-786-4955

Samaritan Addiction Services
Samaritan Medical Plaza
1575 Washington Street, Suite A, Watertown
315-779-5060

Samaritan Outpatient Behavioral Health
Samaritan Medical Plaza
1575 Washington Street, Suite A, Watertown
315-779-5060

Imaging and Lab Services

Imaging & Lab Center at Coffeen Street
1213 Coffeen Street, Suite 2, Watertown
315-755-2140

Imaging & Lab Center at Washington Summit
22567 Summit Drive, Bldg 2, Watertown
315-788-1204

Patient Service Center
1571 Washington Street, Suite 102, Watertown
(Located inside the Northern Radiology/North Country Orthopaedics building)
315-786-8962

Samaritan Medical Center
Sign in at Registration
315-785-4095





Long-Term Care

Samaritan Keep

Skilled Nursing Facility & Adult Day Healthcare
133 Pratt Street, Watertown
315-785-4400

Samaritan Summit Village

Assisted Living, Skilled Nursing Facility
& Respite Care
22691 Campus Drive, Watertown
315-782-6800

Rehabilitation Services

Acute Inpatient Rehabilitation Unit

Samaritan Medical Center
315-786-4800

Cardiac Rehabilitation

Samaritan Medical Center
315-785-4208

Physical, Occupational, Speech Therapy

Samaritan Medical Center
315-785-4088

Pulmonary Rehabilitation

Samaritan Medical Center
315-785-4208



Specialty Clinics & Centers

Interventional Pain Management Center

826 Washington Street, Watertown
315-785-4313

Samaritan Ear, Nose and Throat & Gastroenterology

826 Washington Street, Suite 204, Watertown
315-788-1751

Samaritan General Surgery

428 Washington Street, Suite 1, Watertown
315-782-1505

Samaritan Infectious Disease

Samaritan Medical Plaza
1575 Washington Street, Watertown
315-786-7300 ext 4

Samaritan Oncology/Hematology

531 Washington Street, Suite 1000, Watertown
315-788-7990

Samaritan Urology

22567 Summit Drive, Bldg 2, Suite A, Watertown
315-782-7230

Samaritan Wound Care Center

165 Coleman Avenue, Watertown
315-755-2024

Sleep Disorders Center of Northern New York

Samaritan Medical Center
315-786-4930

Dr. Anna Melynne Youngblood

Pulmonology

19320 US Route 11, Watertown
315-786-0254



Women's Health Services

A Woman's Perspective OB/GYN

Washington Summit, 22567 Summit Drive,
Watertown
315-788-2805

Woman to Woman (GYN)

Samaritan Medical Plaza
1575 Washington Street, Suite C, Watertown
315-785-4155

Additional Outpatient Services

Healthy Lifestyles Nutrition Services

Samaritan Medical Center
315-785-4667



ADMISSION STATUS DEFINITIONS

Each time someone becomes a patient at the hospital, they are admitted with a designated status. Their presenting information is reviewed to ensure that the patient is registered with the correct admission status. Medicare, Medicaid and most other insurance companies require that specific criteria be used to determine the specific admission status someone receives. There are four different admission status levels:

- Inpatient-Acute
- Outpatient
- Observation
- Alternate Level of Care

What you need to know about these statuses

Sometimes a patient may occupy a bed in the hospital but really have an admission status of outpatient or observation.

Observation

A physician is allowed time to monitor a patient's signs and symptoms, assess for improvement through testing, and make a decision about whether the patient should have their status changed to an inpatient-acute admission or if they are safe for discharge home. The timeframe for an observation status admission may last up to 48

hours. For Medicare beneficiaries, observation status may have a financial impact on co-pays and deductibles. Attempts are made to minimize financial ramifications to the beneficiary.

Alternate Level of Care (ALC)

In another instance, when a patient's medical condition has stabilized but they are not yet safe for discharge to their previous living environment, their admission status may be designated ALC. With this admission status, a patient remains safe in the hospital while discharge planning takes place to help them transition to a more suitable living or care environment. Patients may require sub-acute

rehabilitation, long-term care in a nursing facility or transition to an assisted living facility.

Understanding your admission status and what it means to you is important. Regardless of your admission status, the quality of your care and treatment is the same. Your admission status can change throughout your hospital visit. If you have questions about your admission status, please ask to speak with a Case Manager who will be happy to assist by answering your questions.



RECOGNIZING GREAT CARE

Tell Us About Your Experience

Soon after your discharge, you will receive by mail a confidential patient satisfaction survey from our partner, Press Ganey. Please take the time to complete the survey and share your opinions about your hospital stay. Your feedback is an important part of our goal of improving the care and services we provide.

Heart to Heart Program

If your heart was touched by the care you or your family member received while at Samaritan, our Heart to Heart program offers you a permanent and meaningful way to say thank you. Consider a donation in honor of the Samaritan doctor, nurse, technician, therapist, dietitian, housekeeper, volunteer or other caregiver—or even an entire department who made a difference in your visit or stay.

Your designated caregiver or department will receive special recognition, while your donation will help ensure that future patients continue to receive the same level of compassionate, high-quality care. Gifts to the Heart to Heart program are used to advance healthcare delivery, benefit current programs and services, and underwrite the cost of new equipment and technology.

For more information or to make a donation, please visit www.samaritanhealth.com or contact the Samaritan Medical Center Foundation at 315-785-5785.

Join Our Team, Volunteer

Volunteers extend and enhance the healthcare delivery system at Samaritan Medical Center. Volunteers help to create a warm and friendly atmosphere for our patients, their families and our visitors.

We currently have over 20 different areas in Samaritan Medical Center

where volunteers are utilized on a daily basis. Some examples are the Information Desk, Patient Registration, the Emergency Department, Storeroom and the Gift Shop. In Samaritan Keep Home and Samaritan Summit Village, volunteers assist with weekly outings, activities like baking and crafts, and simple things like reading to a resident or writing to a loved one on the resident's behalf. The Samaritan Auxiliary is another great way to get involved—through fundraising activities, joining the Board of Directors or serving on a committee.

If you are interested in any volunteer opportunities, please contact our Volunteer Director at 315-785-4479 or visit www.samaritanhealth.com.

Awards/Distinctions

Samaritan Medical Center and its affiliates are proud to support local, state and national organizations and groups.

Additionally, staff and physicians work diligently to achieve recognition,

certification and accreditation by well-respected professional organizations, many of which require rigorous surveys and inspections in order to accomplish these achievements.

Professional Accreditations/Certifications

- The Joint Commission
- American Association of Blood Banks (AABB)
- Samaritan Medical Center and the office of Graduate Medical Education (GME) is accredited by the American Osteopathic Association (AOA) Council for Continuing Medical Education (CCME) as a Category 1 CME Sponsor
- American College of Radiology (Mammography, MRI, Ultrasound)
- Blue Distinction Center + for Knee and Hip Replacement, designated by Excellus BlueCross BlueShield Plus
- Children's Miracle Network Hospitals
- The National Committee for Quality Assurance (NCQA)-Patient Centered Medical Home Level III status was awarded to the Samaritan Family Health Centers in Clayton, Lacona, LeRay and Watertown.

Children's Miracle Network of NNY at Samaritan

Since 1990, Children's Miracle Network Hospitals (CMN) of Northern New York at Samaritan has helped thousands of families with sick and injured children through supporting child-centered areas at Samaritan and other area healthcare

organizations, as well as through the Direct Family Assistance program. Its commitment to ensuring quality healthcare for children is strong. The need in the community is still evident, and without community support CMN would not be as successful as it is today. The hallmark of Children's Miracle Network Hospitals is that 100 percent of funds raised locally stay here to help sick or injured children in Jefferson, Lewis and St. Lawrence counties.

For more information or for an application for Direct Family Assistance, contact the Children's Miracle Network office at 315-785-4053 or visit www.samaritanhealth.com.



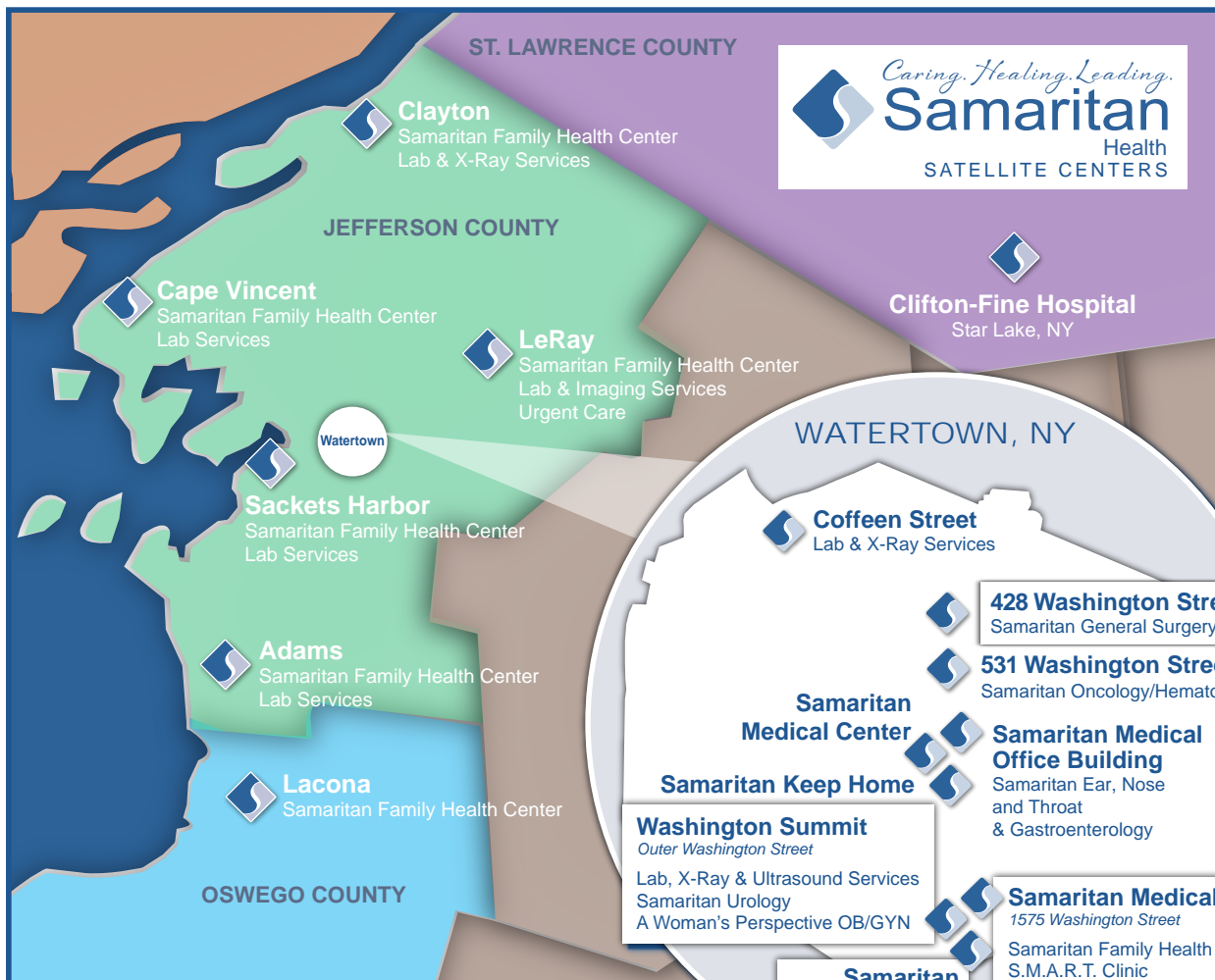
**Children's
Miracle Network
Hospitals**

Helping Local Kids

MAP



Destination	Room #	Floor	Elevator	Building	Recommended Entrance
4 Pavilion - Patient Rooms	4201-4236	4	PAVILION	PAVILION	Main Entrance
4 Pratt - Patient Rooms	4130-4156	4	PRATT	PRATT	Registration
5 Pratt - Patient Rooms	5130-5156	5	PRATT	PRATT	Registration
Acute Inpatient Rehabilitation Unit		3	PRATT	PRATT	Registration
Cafeteria		1		PRATT	Main Entrance
Cancer Treatment Center		1		PRATT	Med. Office Bldg.
Cardiopulmonary Rehabilitation		4	PRATT	PRATT	Registration
Chapel		1		PRATT	Registration
Connector to Samaritan Keep Home		2	PAVILION	PAVILION	Registration
EEG		5	PRATT	PRATT	Registration
Emergency Department		1		PRATT	Emergency Dept. Entrance
Gift Shop/Starbucks		1		PRATT	Main Entrance
Intensive Care Unit (ICU)	3201-3210	3	PAVILION	PAVILION	Main Entrance
Maternity	3101-3119	3	PRATT	PRATT	Registration
Medical Records		2	PRATT	PRATT	Registration
Mental Health Unit	2101-2119	2	PRATT	PRATT	Registration
Neonatal Intensive Care Unit (NICU)	3170-3182	3	PRATT	PRATT	Registration
Orthopaedic Patient Rooms	5130-5156	5	PRATT	PRATT	Registration
Pain Management Center		3		Med. Office Bldg.	Med. Office Bldg.
Pediatrics	4101-4118	4	PRATT	PRATT	Registration
Progressive Care Unit (PCU)	3211-3230	3	PAVILION	PAVILION	Main Entrance
Radiology/Imaging		1		PRATT	Registration
Registration		1		PRATT	Registration
Rehabilitation Services - Occupational, Physical, Speech Therapy		1		PRATT	Registration
Sleep Disorders Center		5	PRATT	PRATT	Registration
Surgical Care Center		2	SURGICAL	PAVILION	Main Entrance



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