

Patient & Family Information Guide

To provide every patient the highest quality of care
delivered with compassion



“Every Patient, Every Time”



The difference between healthcare and true care™



ecmc.edu

INSIDE:

A Message from our CEO	3	Hospital Police Department/Security/Lost & Found	20
Firmly Founded in Our Region	3	Housekeeping (Environmental Services)	20
Quick Reference Guide	4-5	Hotel/Guest Lodging	20
Parking/Directions	6	Language/Interpreter Services	20
ECMC Health Campus Map	6	Lost & Found	20
Ground Floor/Main Hospital Map	7	Meals	20
First Floor Map	8	Mail Services	20
Surgical, Trauma, Burn, ICU Waiting Room Maps	9	Newspaper, Magazines, Snacks	20
ECMC • High Quality Health Care	11	Occupational Therapy	20
A Partnership-Your Care Team	11	Outpatient Dialysis	20
Your Personal Values and/or Goals	11	Outpatient Specialty Clinics	20
The Conversation Project	11	Pain management support group	20
Your Patient Rights and Responsibilities	11	Pastoral and Spiritual Care Services	20-21
Visiting at ECMC	12	Schedule of Services and Telephone Extensions	
Waiting Rooms	12	Pediatric Educational & Diagnostic Services	21
Admission at ECMC	13	Primary Care Physicians	21
Discussing Your Treatment Plan	13	Patient Admissions	21
Your Privacy	13	Patient Advocates	21
Members of Your Health Care Team	14	Patient TV	21
Topics that may be discussed with you	15	Patient Information	22
Discharge from the Medical Center	15	Patient Portal	22
Case Management	15	Patient Property	22
After Your Inpatient Stay	15	Pharmacy/Prescriptions	22
Making Health Care Choices	17	Physiatry	22
Decision-making Guidance	17	Physical Therapy	22
Ethics Consultation	17	Reading Clubs	22
Notice of Privacy Practices	17	Referral Basis- Immunodeficiency Clinic	22
OPT Out	17	Research Initiatives-Immunodeficiency Clinic	23
Acquired Brain Injury Support Group	17	Restaurants/Restrooms	23
ATM Bank Machine	18	Smoking Policy	23
Adherence Pharmacology	18	Speak Up-Joint Commission	23
Billing Inquires and Financial Counseling	18	Specialty Infectious Disease Clinic	23
Care Management Services	18	Speech Language Pathology	23
Case Management-General	18	Spinal Cord Support Group Information	23
Case Management-Immunodeficiency Services	18	Telephone Service	23
Center for Wound Care and Hyperbaric Medicine	18	Television Service	23
Chiropractic	18	Terrace View Long Term Care Facility	23
Clinical Education Initiative-Immunodeficiency Clinic	18	Transportation	23
Clinical Patient Care Liaison	18	Vending Machines	23
Corporate Compliance	18	Volunteer Office	23
Courtesy Telephones	18	Women's HIV Services	23
Driver Rehabilitation	19	Your ECMC Experience matters to us	24
Fire Safety & Emergency Preparedness	19	Zak's Snacks	24
General Patient Concerns	19	ECMC Behavioral Health Locations	24
Gift Shop	19	Additional Support for Families	24
HCV, HBV, and Liver Clinical Care	19	Leaving your floor as a patient	25
Hearing/Sight Impaired Services	19	Preventing Falls	25
HIV/HCV co infection Medical Care	19	Tips to keep you healthy	25
HIV Primary Care	19	How to stop smoking	26
HIV Specialty Medical Care	19	Care Services at ECMC	27
HIV Testing	19		

A Message From the CEO

Thomas J. Quatroche Jr., PhD
President & Chief Executive Officer



Welcome and thank you for coming to ECMC for your medical care! With a strong history of healthcare excellence, our priority is ensuring you receive the very best service in every facet of your experience at ECMC – from the most professional, experienced and compassionate healthcare providers to a variety of patient-based amenities that are designed for your comfort and specific healthcare needs, including **free** tv and phone service, **convenient** parking, and modern, state-of-the-art medical units.

Quality and patient experience continue to be our focus, as we work to meet new inpatient volume and plan for continued growth. And while our patient activity increases, our core commitment to the highest possible quality healthcare service guides every member of our ECMC caregiver network. Whether you're here for testing, a procedure, surgery, or an unintended visit to our Emergency Room or Trauma Department, our entire team of healthcare providers – at every level – keeps your needs at the forefront of everything they do.

That commitment to care and service underscores the motto of ECMC: ***The difference between healthcare and true care.***[™]

ECMC's history and legacy in our community and region is well known, beginning over 100 years ago and very early distinguishing itself as one of only a few hospitals in the world capable of treating just about every known medical problem. Today, with over 3,500 of the most skilled and professional caregivers in Western New York, we continue to pursue and implement healthcare services that will give you the best possible outcome for whatever circumstance or condition you face. Through our participation in the Great Lakes Health Care System and engaging in strategic partnerships with our regional healthcare systems like Kaleida Health, as well as the University at Buffalo Jacobs School of Medical and Biomedical Sciences, we are committed to a level of excellence to best benefit you.

Thank you again for coming to ECMC. It is important for us to know if we have met your needs and fulfilled your expectations, so we hope you take the time to let us know about your experience.

With great appreciation,

Thomas J. Quatroche Jr., PhD
President & Chief Executive Officer
ECMC Corporation

FIRMLY FOUNDED IN OUR REGION A Strong Legacy of Service

Our roots extend back to the Municipal Hospital, which was built on East Ferry Street in 1905 to serve smallpox patients. The capacity of this facility became overextended in the face of scarlet fever and later tuberculosis epidemics, and the new Buffalo City Hospital opened in 1908 at 462 Grider Street.

Dr. Edward J. Meyer co-founded the hospital and was a member of its first Board of Managers. Dr. Meyer's service to the Buffalo City Hospital – from 1912 to the 1930's – was recognized when the hospital was renamed the Edward J. Meyer Memorial Hospital in 1939.

As early as 1918, the hospital had become one of the few institutions in the world to treat virtually every known medical problem. And, mainly through the efforts of Dr. Meyer, the hospital had joined the foremost teaching facilities in the country, providing training for physicians, dentists, nurses, and dietitians.

During the early 1970s, a new hospital building was constructed on the Grider Street campus and in 1978, the facility now in use was opened and named the Erie County Medical Center to signify the wide-ranging role the hospital had taken on to serve the community.

By 1989, the high standards at the Medical Center had earned it the designations of Western New York's Trauma and Burn Treatment Centers.

In 2004, ECMC was established as a public benefit corporation operating the Medical Center and the Erie County Home (in Alden, New York) to function separately from Erie County government, as ECMC Corporation.

The last few years have seen the exciting additions of: Terrace View, our long term care facility; the Regional Center of Excellence for Transplantation and Kidney Care, including our Outpatient Dialysis Center; Synergy Bariatrics; the Center for Oncology (Cancer) Care; and our Regional Center of Excellence for Behavioral Health, just to name a few. We look forward to more enriching additions in the months and years to come.



Quick Reference Guide

Admissions **716-898-3911**

Acquired Brain Injury Support Group **716-898-5151**

Alcohol Rehabilitation **716-898-3471**

Administration **716-898-3149**

Ambulatory Surgery **716-898-3558/1441**

Bariatric Clinic **716-565-3990**

Behavioral Health Discharge-Planning-Social Work... **716-898-6484**

Behavioral Health-Adult Child and Family Clinic..... **716-898-3255**

Billing **716-898-3173**

Brain Injury Reading Groups **716-898-5151**

Burn Unit **716-898-5231**

Cancer Care Center (Oncology) **716-898-3948**

Cardiothoracic **716-898-3333**

Cardiac/Coumadin **716-898-6559/6550**

Care Management **716-898-3360**

Cashiers office **716-898-3176/4596**

Center for Occupational & Environmental Medicine ... **716-898-5858**

Center for Wound Care and Hyperbaric Medicine.....**716-898-4800**

Central Lab-Inpatient **716-898-3442**

Chemical Dependency Treatment Services..... **716-898-3415**

Chestnut Ridge Family Medicine **716-771-1144**

Chiropractic..... **716-898-4202**

Clergy **716-898-3357**

Clinical Patient Care Liaison **716-898-4155**

Conversation Project **716.551-7212**

Corporate Compliance Hotline **716-898-5555**

CPEP (Comprehensive Psychiatric Emergency Program) ...**716-898-3389**

Customer Service/Patient Experience Department**716-898-5847**

Dental **716-898-3189**

Dental (at Buffalo General) **716-859-4180**

Dental Oncology..... **716-898-1461**

Department of Oral and Maxillofacial Surgery ... **716-898-4054**

Dialysis Unit-Inpatient **716-898-3562**

Discharge Planning/Social Work **716-898-3360**

Driver Rehabilitation **716-898-3225**

Ear, Nose & Throat/"ENT" **716-898-3310**

ECMC Foundation **716-898-5800**

ECMC Family Health **716-831-8612**

EEG (Electroencephalogram)/EMG lab..... **716-898-3371**

EKG (Electrocardiogram)/
Non-Invasive Cardiology..... **716-898-3388**

Emergency Department **716-898-3161**

Ethics-on call/after hours **716-898-3000**

Financial Counseling Services **716-898-5566**

GI Clinic (Gastroenterology) **716-898-6410**

GI Lab **716-898-3791**

Grider Family Health **716-898-4449**

HCV/GI/Liver **716-898-6410**

Head, Neck & Plastic Surgery..... **716-898-3073**

Help Center **716-898-1594**

HIV Testing **716-898-4119**

Hospital Police Department/Security/Lost & Found ... **716-898-3505**

Hotel/Lodging ... **[http://www.ecmc.edu/patients-and-visitors/
admissions/discounted-hotel-rates/](http://www.ecmc.edu/patients-and-visitors/admissions/discounted-hotel-rates/)**

Housekeeping (Environmental Services) **716-898-3233**

Immunodeficiency Clinic..... **716-898-4119**

Infectious Disease..... **716-898-4119**

Inpatient Billing **716-898-3157**

Internal Medicine Center **716-898-3152**

Joint Commission **1-800-994-6610**
www.jointcommission.org

Kalmuk Primary Care Medicine **716-608-6116**

Kensington OB/GYN Services	
at ECMC Family Health	716-898-5544
Kidney (Renal) Clinic	716-898-4318
Laboratories	716-898-3114
Mail	716-898-3922
MAP Clinic	716-898-4245
Marketing & Public Relations	716-898-6505
Meals/Nutrition	716-898-3539
Medical Records (Health Information Management)	716-898-3190
Mental Health CPEP (Emergencies Only)	716-898-3465
MRI (Magnetic Resonance Imaging)	716-898-5999
Neurology	716-898-3638
Neurosurgery	716-898-6300/2596
Nutrition Counseling	716-898-3320
Occupational Therapy	716-898-3225
Oral Surgery	716-898-4059/4054
Orthopaedics	716-898-3414/3412
Outpatient Dialysis	716-898-1400
Outpatient Billing	716-898-3173
Outpatient Psychiatry	716-898-3255
Outpatient Scheduling	716-898-3700
Pain Management	716-852-4772
Pastoral Care	716-898-3357
Patient Information	716-898-8020/898-1000
Patient Portal	www.myecmc.com
myecmc@ecmc.edu	
Pharmacy (Metcare)	716-332-2866
PFT Lab	716-898-3375
Physiatry (Rehabilitation Medicine)	716-898-5498
Physical Therapy	716-898-3225
Plastic Surgery /Head and Neck Clinic	716-898-3073

Podiatry	716-898-3700
Pre-Admission Test	716-898-4110
Primary Health	716-898-3152
Psychiatry /CPEP	716-898-3169
Pulmonary (Lung)	716-898-6619
Radiology (X-Ray)	716-898-3416
Rehabilitation (Inpatient Acute)	716-898-4551
Rehabilitation (Outpatient)	716-898-3224
Rehabilitation Psychology/Counseling	716-898-5151
Renal/Hypertension	716-898-3152
Rheumatology	716-898-3152
Security/Hospital Police	716-898-3506
Sharma Family Med	716-646-5500
Spinal Cord Support Group Information	716-898-5151
Spine Center	716-898-BACK (2225)/3391
Speech Language Pathology	716-898-3225
Surgery "A"	716-898-3396/3325/3311
Surgery "B"	716-898-3325/3311
Surgery "C" (& Burn)	716-898-3325/3311
Vascular Access Center	716-898-3484 /3483
Vascular Surgery and Burn "D"	716-898-3396/3311
Terrace View Long-Term Care Facility	716-551-7217
Transplant Center	716-898-5001
Travel Clinic (Great Lakes Services)	716-898-4153
University Orthopedics	716-898-3810
Urolog	716-898-3700
VIP Primary Care (Dr. Howard Sperry)	716-898-4899
Volunteer Office	716-898-5337
Wound Care Center and Hyperbaric Medicine	716-898-4800

ECMC Parking and Directions

Convenient Parking

Ample and convenient parking is available for patients and visitors in designated lots A, B, and C on the Medical Center campus. These lots are located directly in front of the Medical Center just steps away from the main entrances.

Parking:

Less than 1 hour	Free
Each additional hour	\$1
Maximum per day	\$6
Valet Parking.....	\$8

Valet Parking

We have Valet Service available to our patients and visitors should you want to utilize this service. Pull right up to our Front Entrance area and our Valet will park and then retrieve your vehicle for you for a nominal fee of \$8.

DIRECTIONS TO THE MEDICAL CENTER

Address: 462 Grider Street, Buffalo, New York 14215

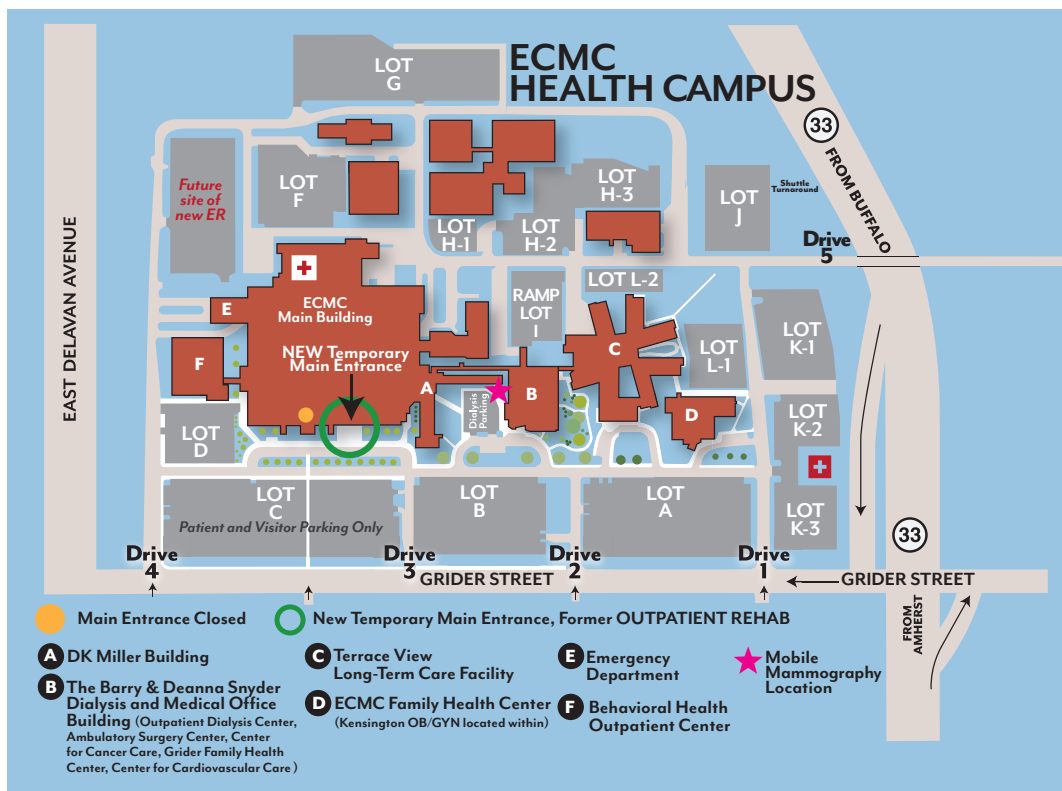
From Canada: Take the Peace Bridge from Fort Erie, Ontario, and pass through Customs. Follow signs for I-190 North (New York State Thruway). Stay on I-190 North to Route 198 (Scajaquada Expressway). Take Route 198 to Route 33 East – Airport (Kensington Expressway). The first exit on Route 33 is Grider

Street. Get off at Grider Street and turn right at the signal. The hospital is on the right-hand side. Use Main Entrance Parking Lots.

From points South and West: Take I-90 East (New York State Thruway) to exit 51 West (Route 33 – Buffalo - Kensington Expressway). Stay on Route 33 to the Grider Street exit (approx. 3 miles). Get off at the Grider Street exit and go straight at the stop sign. At the traffic signal, turn left onto Grider Street. The hospital is on the right-hand side. Use Main Entrance Parking Lots.

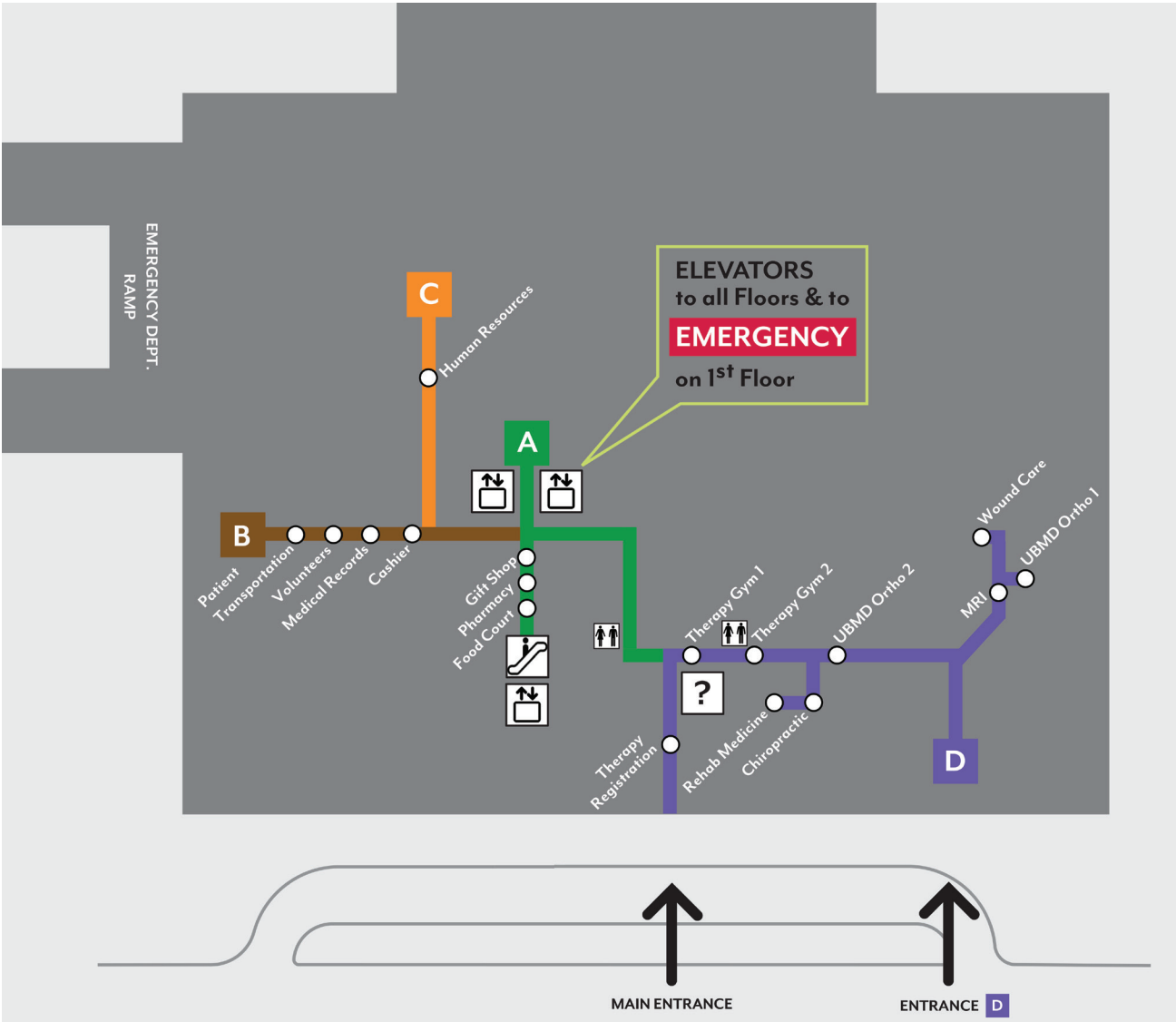
From points North and East: Take I-90 West (New York State Thruway) to exit 51 West (Route 33 – Buffalo – Kensington Expressway). Stay on Route 33 to the Grider Street exit (approx. 3 miles). Get off at the Grider Street exit and go straight at the stop sign. At the traffic signal turn left. The hospital is on the right-hand side. Use Main Entrance Parking Lots.

From the Buffalo/Niagara International Airport: Follow signs to get on Route 33 West – Buffalo (Kensington Expressway). Stay on Route 33 to the Grider Street exit (approx. 4 miles). Get off at the Grider Street exit and go straight at the stop sign. At the traffic signal turn left onto Grider Street. The hospital is on the right-hand side. Use Main Entrance Parking Lots.



Ground Floor/Main Hospital Lobby

Our Hospital uses the European numbering system. “G” is our ground floor, which will lead you through our main lobby and out to our parking lots. If you are confused when you are leaving, look for the star (★) which is the international symbol for the floor that will lead you out of the building at ground level. In our elevators, simply look for *G.



A GREEN LINE

- Food Court
- Gift Shop
- Pharmacy
- Elevators to all floors & to EMERGENCY on FIRST FLOOR

B BROWN LINE

- Cashier
- Medical Records
- Volunteers
- Patient Transportation

C ORANGE LINE

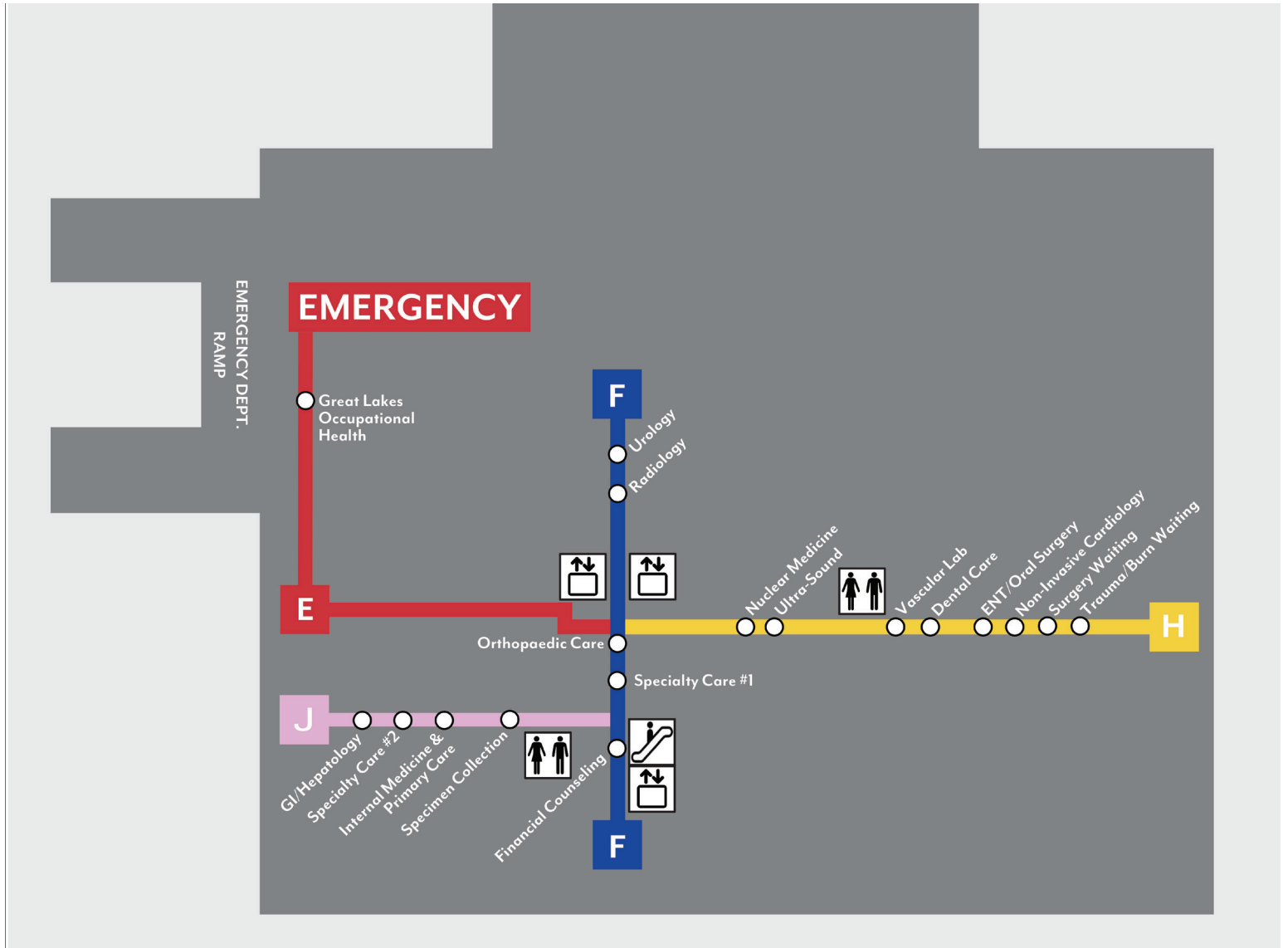
- Human Resources

D PURPLE LINE

- Therapy Registration
- Rehab Medicine
- Chiropractic
- Outpatient Therapy
- UBMD Ortho 1&2
- MRI
- Wound Center

Ground Floor

First Floor



E RED LINE

- EMERGENCY DEPT.
- Great Lakes Occupational Health
- Orthopaedic Care

F BLUE LINE

- Urology
- Radiology
- Orthopaedic Care
- Specialty Care #1
- Financial Counseling

H YELLOW LINE

- Nuclear Medicine
- Ultrasound
- Vascular Lab
- Dental Care
- ENT Center
- Oral Surgery
- Non-Invasive Cardiology
- Surgery Waiting
- Trauma/Burn Waiting

J PINK LINE

- GI/Hepatology
- Specialty Care #2
- Internal Medicine & Primary Care
- Specimen Collection

First Floor

Main Hospital / Lobby:

Follow the red line located on the ceiling to the end. Turn right to get to the escalators, which will take you down to the main entrance / lobby.

Cafeteria:

At the end of the red line, please take a left turn to the elevators. Our cafeteria is located on the 2nd floor. Look for the sign that reads "Great Lakes Cafe".

Surgical Waiting Room:

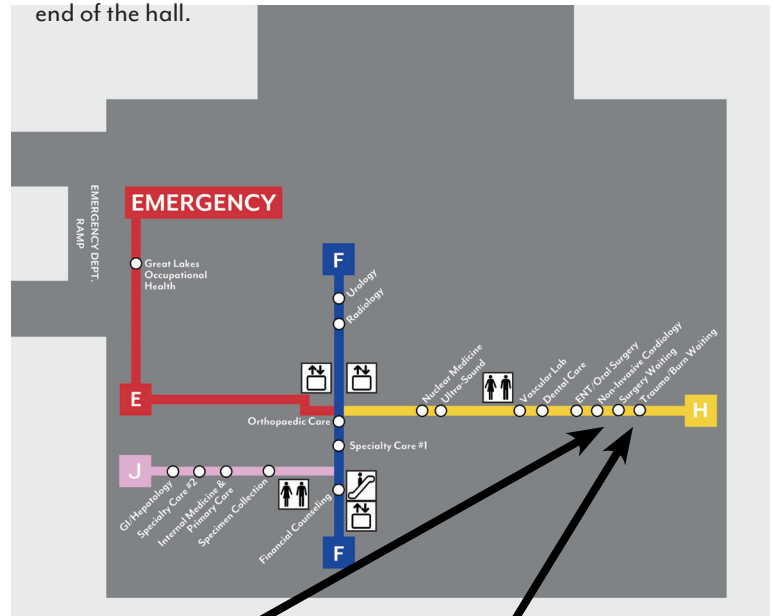
Follow the red line on the ceiling to the end. Walk across the hall and pick up the yellow line and follow the yellow line to the end. The surgical waiting room, located at the top of the escalator or just off the elevators on the first floor, will be located on your left before the end of the hall.



This waiting room has a telephone you can use to let the nursing staff know you are waiting.

Trauma/Burn ICU Waiting Room:

Follow the red line on the ceiling to the end. Walk across the hall and follow the yellow line to the end. The Trauma/Burn ICU waiting room is next to Suite 160, located on your left before the end of the hall.



Surgery Waiting Room



Door

Trauma/Burn/ICU Waiting Room



Door

End of Hallway

Yellow Line

First Floor



ECMC • High Quality Health Care

ECMC serves a broad community in Greater Western New York, taking pride in all of our ethnic, religious and economic diversities. Our main objective is to provide you with the care you need when you need it, with compassion, skill and respect. We deliver to you the same high quality care and attention that we would want for our loved ones and ourselves.

A Partnership-Your Care Team

When you need medical care, your doctors, nurses and other health care professionals at ECMC work diligently with you and your family members to meet your health care needs.

We consider the patient-doctor relationship to be a valuable partnership. Research shows that patients do better medically when they and/or those who may act on their behalf are actively involved in their health care. Often, information from a patient can lead to a more accurate diagnosis resulting in more successful treatments. So we understand that listening to you is extremely important. ECMC health care providers focus on your concerns while monitoring your health.

Your Personal Values and/or Goals

You may have certain spiritual beliefs, health care objectives, and/or values that are important to you. Please be sure that your caregivers know about your vision for your health care. Your goals will all be taken into account as much as possible throughout the time you are in our care. Also see the section in this document called “Pastoral and Spiritual Care Services.”

The Conversation Project

The Conversation Project is a National public engagement campaign with the goal of ensuring that people’s health care wishes are expressed and respected. It enables family members to understand the values held by their loved ones so that if faced with having to make medical decisions on their behalf, they can do so based on knowing what matters to them most. The Conversation Project offers people the tools, guidance, and resources that they need to begin talking with their loved ones about their wishes and preferences, before a medical crisis – “at the kitchen table,” not in the intensive care unit. The Conversation Project is reaching people where they work, live, and pray.

You have the right to meet with clinical and non-clinical ECMC teammates to discuss your care. Please let your nurse know if you would like to participate. .

Your Patient Rights and Responsibilities

- You have the right to have your personal dignity respected.
- You have the right to the confidentiality of your identifiable health information.
- You have the right to enjoy personal privacy and to let us know at any time if you would like to restrict your visitors or phone calls.
- You have the right to receive visitors of your choosing that you (or your support person, where appropriate) designate, including a domestic partner, spouse or another family member or a friend, and the right to withdraw or deny your consent to receive such visitors at any time.
- You have the right to be informed of your visitation rights, including any clinically necessary restriction or limitation on such rights.
- You have the right to designate a support person who will designate visitors on your behalf, should you be unable to do so.
- You have the right to be free from all forms of abuse or harassment.
- You have the right to access protective and advocacy services.
- You have the right to know that restraints will be used only when necessary.
- You have the right to have access to pastoral and other spiritual services.

For a better understanding and additional advice about how to interact with your health care team, please see the “Speak Up” poster on your nursing unit that is provided by the Joint Commission.



Visiting at ECMC

A visitor badge system is utilized to assure the safety and security of our patients and visitors. In order to provide quality care to our patients, it is necessary to limit visitation hours and the number of people visiting. In some cases, such as the day of surgery, special consideration may be made by contacting the Unit Manager.

Visitors in the hospital must obtain a badge from the Patient Information/Security Desk located on the ground floor of the main lobby. We encourage, whenever appropriate, family to be involved in our patients' care. If you wish to stay overnight, please ask for information from the Nursing Staff or Nursing Supervisor on site.

**** Children under the age of 16 are not allowed on patient floors unless arrangements have been granted by the Unit Manager.**

Visitation will be restricted for the following reasons:

- At patient request or legal guardian if patient is under age or becomes incapacitated.
- Patient is observed by his or her nurse to be sleeping.
- Patient is undergoing a medical procedure.
- Restriction initiated by Senior Leadership or Hospital Police due to a crisis or special situation.
- Visitors are asked to not visit patients if they have a cold, cough, or other communicable illnesses. It is important to restrict exposure to prevent the spread of infectious diseases among patients, staff, volunteers and other visitors. When a patient requests visitation, the Hospital will make masks and other personal protective equipment available with instruction on its use.
- Visitors and patients cannot consume alcohol products or any illicit drugs or tobacco on Hospital property.
- Visitors who do not follow visitation policies may be removed from Hospital property by Hospital Police.

VISITING HOURS:

General Units: Daily: 10:00 A.M. to 9:00 P.M.

Psychiatry:

Adult Units: 7 days per week including holidays
1:00 PM – 2:30 PM and 6:00 PM – 8:00 PM

Adolescent Units:

Monday: 1:00 PM – 1:45 PM and 5:30 PM – 7:00 PM

Tuesday – Friday: 1:00 PM – 1:45 PM and 5:30 PM – 7:30 PM

Weekends: 11:00 AM – 1:00 PM and 5:30 PM – 7:30 PM

CPEP visitation is at the discretion of the physician and charge nurse.

Chemical Dependency: Visits by appointment only.

Burn, Trauma, Medical & Cardiothoracic

Intensive Care Units:

- Daily:
- 12:00 P.M. to 2:00 P.M.
 - 5:00 P.M. to 6:00 P.M.
 - 7:30 P.M. to 8:00 P.M.

Waiting Rooms

For your convenience, there is a waiting room close to the Burn, Trauma, Surgical Units, and the Operating Room. These waiting rooms are not intended for overnight accommodation but can be used during the day between visiting hours.

The 12th Floor Medical Intensive Care Unit (MICU) has a waiting room, which can be used during the day for waiting.

NOTE: It is important to remember that visitors may be asked to leave the patient's room if a treatment or procedure needs to be done during visiting hours. It is important that the patient's privacy and comfort are maintained during his/her stay with us.



Admissions at ECMC

**** If you have been pre-registered, you may report directly to the outpatient office. ****

If you do require an inpatient stay for care at the Medical Center, many decisions about your care are likely to be made throughout your stay. When such decision-making occurs, your doctor and other caregivers will discuss your medical condition and medically approve treatment choices for you. To make informed decisions with your doctor, you need to understand:

- Treatment options, risks, and benefits
- Effects of treatment on your quality of life
- Whether your treatment is part of a research study or experimental
- What to do after discharge from the Medical Center

****Be sure to tell your caregivers if you need more information or clarification about your treatment options. ****

Discussing Your Treatment Plan

- When you are admitted to the Medical Center, you sign a general consent for treatment. In certain cases, like surgery or experimental treatments, you may also be asked to confirm in writing that you understand what is planned and agreed upon. This way, you are protected by agreeing to, or refusing, treatment. Your doctor will explain the medical consequences of refusing the recommended treatment. A consent may be presented to you to give you the right to decide if you want to participate in a research study.

Your Privacy

We recognize the sensitive nature of your health and health care information. Our operating policies and procedures as well as state and federal laws ensure the privacy of your medical information.

****A “Notice of Privacy Practices” is provided to you upon admission. This document describes how we work with, disclose, and safeguard patient information. This document also explains how you can obtain, from our records, a copy of information about your care. ****

Those who care for you do need thorough and accurate information about your health and insurance coverage. This information is necessary so they can make good decisions about your care.

Your caregivers will require information about:

- Past illnesses
- Past allergic reactions
- Medications, vitamins, herbs, and/or other dietary supplements you may be taking
- Your health plan



Members of Your Health Care Team

****You have the right to know the name and position of each member of your health care team.****



Your health care team may include:

- **Attending Physician:** The doctor in charge of your care in the hospital. This person has completed medical school and the post-medical school training required for his/her specialty. This physician is also responsible for the overall supervision of all other members listed below.
- **Resident Physician:** A supervised physician who has completed medical school and one (or more) year(s) of additional training (internship/residency).
- **Intern:** A supervised medical school graduate in his/her first year of training after medical school. Also known as a first year resident.
- **Medical Student:** A supervised student who has not yet finished medical school. (He/she has graduated from a four-year college or university.)
- **Unit Manager:** A registered nurse who supervises staff on a particular unit. He/she ensures care is given and monitored on a regular basis. Your unit manager can assist with any concerns regarding your care and overall hospital stay.
- **Nursing Staff:** Your day-to-day nursing care will be provided by a registered nurse (RN) who may be assisted by a licensed practical nurse (LPN) and/or a hospital aide.
- **NCC: Nursing Care Coordinator:** Nursing Care Coordinators are Registered Nurses who work as Nurse Supervisors during the evenings, overnights, weekends and holiday hours. The Unit Manager or Charge Nurse can contact them should you need to speak with one at any time.
- **Nurse Case Manager:** A registered nurse who works with your team of physicians to help implement your overall plan of care by encouraging timely communications between hospital services and departments.
- **Discharge Planner/Social Worker:** Works with you and your family/significant others to plan your discharge, including

arranging any services you may need after you leave the hospital.

- **Licensed Mental Health Counselor, Mental Health Worker or Community Mental Health Worker:** These professionals may also be included in your care team if indicated by your doctors.
- **Dietitian:** Evaluates and oversees your nutritional status during your stay and provides teaching about your special nutritional needs.
- **Additional Professional Health Providers:** Physical therapists, occupational therapists, respiratory therapists, speech language pathologists, patient advocates, etc. They will work with your nurses and physicians to optimize your care.
- **PMD:** private, primary, or preferred medical doctor.
- **NP-Nurse Practitioner-**a nurse who has a master's degree and additional medical training to help you.
- **PA-Physician Assistant-**a person who has additional medical training to help you.

****The plan of care for you will be made and/or assessed each morning on "rounds," where all of the patients cared for by the team are evaluated and discussed among the members listed in this section. **The attending physician will make final decisions regarding your care.****

Your Care Team

Many caregivers will be involved in your care while you are hospitalized: physicians, nurses, patient advocates, discharge planners, social workers, therapists, dietitians, as well as others. To provide you with the best care possible, the physician will complete a history and physical. A nurse, discharge planner/social worker, and dietitian will complete an interdisciplinary assessment. If you are unable to answer any questions because of your illness or injury, a family member will be asked to provide this necessary information.

Doctors make regular rounds to see patients every day. Since ECMC is a teaching hospital, you will have contact with attending physicians as well as resident physicians and medical students from various academic health care programs. Feel free to use these meeting times to address questions or concerns you may have regarding your care. A nurse case manager may also be assigned to you to coordinate various aspects of your stay. If you or your family need to speak with your physician at other times, a member of your care team will help coordinate such discussions.

Topics that may be discussed with you:

- Questions about your current as well as past illnesses or injuries
- Pain or discomfort that you are experiencing
- Any recent changes in your diet or weight
- Review of medication that you are currently taking
- Ability to care for yourself prior to and after hospitalization
- Cultural, religious or personal values that may affect your care
- Willingness to receive blood
- Advance Directives [health care proxy, do not resuscitate (DNR) order, living will]
- Organ/tissue donation options
- Anxiety related to your illness/injury and your hospitalization
- Recent exposure to a communicable disease [measles, chicken pox, TB (tuberculosis)]
- Any problems moving about or activity intolerance
- Review of any allergies, food intolerances or latex sensitivity of which you may be aware
- Immunization status
- Health education issues and concerns

With your consent, the physician and the interdisciplinary team will develop a plan of care specifically for you. Your knowledge and approval of this plan of care is needed to promote your understanding and involvement in all aspects of care to be provided.

Discharge from the Medical Center

A Discharge Planner is assigned to you upon admission to the Medical Center. This planner, together with your doctor and other health care professionals, will be working with you and your family to develop a safe and appropriate discharge plan. This plan may include any assistance you may need at home, medical equipment, referrals to community agencies, placement, and referrals to financial or legal services.

Please let your discharge planner know of any assistance you may need in filling prescriptions, getting home, or to your outpatient follow-up appointments. The nurse discharging you will give you a written set of discharge instructions, which will include all follow-up appointment information.

CASE MANAGEMENT—It is important that you identify who your **CAREGIVER** will be. You will be asked to identify your **CAREGIVER** by name and give verbal permission for Case Management to speak with them, as well as provide their contact information within 24 hours of admission.

After Your Inpatient Stay

Your doctor works with Medical Center staff and professionals in your community. You and your family have an important role in your care. You can expect to receive information and, where possible, education about the self-care you will require when you go home.

The success of your treatment ultimately depends on your efforts and those of your family when following medication, diet, and therapy plans.

You may receive a brief survey

A few weeks after you are discharged from the hospital you may receive a short survey in the mail. It will arrive in a white envelope and will look like “junk mail.” These 27 questions take about 5 minutes to complete and are VERY IMPORTANT in letting us know how we are doing! Please complete yours, and return it to us in the postage paid envelope as soon as possible.





Advance Directives

"Your voice, your values."

MAKING HEALTH CARE CHOICES

Important information for you and your family.

There may come a time in your life when you may not be capable of making medical decisions regarding your care and treatment.

These decisions require your voice and values. Such decisions to be made could be as simple as deciding whether to have a particular test. Other necessary decisions could be extremely difficult, such as the use of artificial life support.

If you have already completed health care documents that state who should make health care decisions and speak on your behalf and/or state your specific wishes, you should provide copies of these documents to your physician, caregivers and another responsible party for safekeeping.

Recent Federal law (the Patient Self-Determination Act) and New York State laws (Health Care Proxy and Do Not Resuscitate Order) give you the opportunity to designate, in advance, a health care agent to carry out your wishes regarding your medical care and treatment if you are no longer able to make these health care decisions for yourself.

For more information about these decisions and the necessary forms, please see the booklet included in your patient information packet called "Your Rights as a Hospital Patient in New York State."

Decision-Making Guidance

Pastoral Care: 716-898-3357 • Ethics: 716-898-3000

Only you can properly decide the moral, ethical, and emotional issues in these decisions. Our Medical Center Pastoral Care Department, patient representatives, social workers, and nursing staff are available to discuss these concerns with you. To assist you in this decision-making process, you will need to consider:

- The moral/ethical teachings of your church (religious denomination) as well as your own moral/ethical values on life and death issues.
- Your doctor's advice regarding your medical condition based on your diagnosis and prognosis.
- What tests might be necessary to determine the cause of the condition.
- The treatments available for your condition, including the benefits and any possible risks involved in those treatments.

Ethics Consultation: 716-898-3000

ECMC's Ethics Committee consists of staff from various disciplines and departments of the Medical Center and community. The

purpose of this committee is to provide you and your family with a way to resolve ethical issues such as withdrawal of life support, concerns regarding treatment, and various other issues. You can reach a member of the Ethics Committee by calling the hospital operator, or telling any staff member that you wish to see a representative of the Ethics Committee. A consult team will review the ethical circumstances involved and make a recommendation. This recommendation will be shared with you and your family, as well as your attending physician.

NOTICE OF PRIVACY PRACTICES:

Fundraising Activities: We may use information about you to contact you in an effort to raise money for the organization/ECMC, and its operations. This will exclude all patients treated in Behavioral Health and Immunodeficiency Services, Alcohol and Substance Abuse, Mental Health and Genetic Information. We may disclose information to a foundation related to the network so that the foundation may contact you in an effort to raise money. Information released will be limited to your name, address and phone number and the dates you received treatment or services. If you do not want to be contacted for fundraising efforts, you must notify the facility's Privacy Officer in writing.

ECMC is an academic institution. Research involving medicine and nursing is important to advance health care. You may choose to sign up to become a research participant at: www.research-match.org/volunteers. Your written consent is **ALWAYS** required before your name and medical records are accessed for research.

OPT OUT:

Patients may **OPT OUT** of being contacted by ECMCC or an ECMCC related foundation. Please state your intention to **OPT OUT** in writing, email or by phone, including your full name and mailing address.

Please send to:

Erie County Medical Center Corporation
Attention: Privacy Officer
462 Grider Street
Buffalo, NY 14215
Phone: (716) 898-4777
Email: PrivacyOfficer@ECMC.edu

Acquired Brain Injury Support Group: 716-898-5151

The acquired brain injury support group is available the second Thursday of the month and is open to individuals who sustained brain injury and their support persons. This group provides peer support in an informal group setting with focus on improving quality of life, assistance with personal goal setting, and expanding of support networks.

ATM-Bank Machine

A 24-hour bank machine is located in the Main Lobby of the Medical Center near the elevators for your convenience.

Adherence Pharmacology: 716-898-4119

The very best medications are not effective if a person does not take them. Recognizing that understanding leads to better medical adherence. We have highly trained pharmacists on site who are able to provide education to providers and patients regarding disease process, treatment options, and ongoing individualized medication management. This is provided through a partnership with the University at Buffalo's School of Pharmacology.

Billing Inquiries: 716-898-3173 and

Financial Counseling: 716-898-5566

If you or your family members do not have insurance coverage and you do not have the funds to pay for your care, the staff in the ECMC Financial Counseling office can help you apply for assistance from various government programs. Our staff will assist you in completing your application for the appropriate program and, if required, with your approval, act as your representative during the application process. If you need to use these programs to assist with your hospital bill, please contact Financial Counseling at **716-898-5566** or notify your discharge planner as quickly as possible.

Care Management Services: 716-898-3360

There is a care management team assigned to various departments and programs throughout the Medical Center facilities to work as part of the health care team taking care of you. Care Management Services helps to address psychosocial, financial, and placement issues. Most of the time care management services are requested by your physician, but if you have not been assigned a care manager, you can request such a professional by speaking with your physician or discharge planner. The main Care Management office is located in Room 11, on the First Floor of the Medical Center. The main telephone number for this office is **716-898-3360**.

CASE MANAGEMENT-It is important that you identify who your **CAREGIVER** will be. You will be asked to identify your **CAREGIVER** by name and give verbal permission for Case Management to speak with them, as well as provide their contact information within 24 hours of admission.

Case Management-Immunodeficiency Services: 716-898-4119

Each patient has the opportunity to meet with a medical case manager who is able to assist them with benefit management and support around their diagnosis, promoting their ongoing access to medical care. Referrals are provided to community agencies and programs as defined by the patient's need.

Center for Wound Care and

Hyperbaric Medicine: 716-898-4800

Offers specialized treatment of chronic non-healing wounds. Includes diabetic ulcers, venous insufficiencies, pressure ulcers, radiation, cellulitis, and other acute and chronic wounds that fail to heal. One of the advanced therapies utilized this center is Hyperbaric Oxygen Therapy (HBO). HBO allows the patient to breathe pure oxygen which aids in healing. Potential HBO candidates are those with diabetic foot ulcers, compromised skin grafts and flaps, poliomyelitis, radiation injury and others.

Chiropractic: 716-898-4202

D'Youville College Chiropractic Clinic at ECMC is operated by the chiropractic department of D'Youville College. D'Youville interns are educated in an integrated setting with other health care providers and use evidence-practice care that is appropriate for the patient and based on proven clinical information.

Clinical Education Initiative-

Immunodeficiency Clinic. 716-898-4119

We offer relevant up-to-date education and training on HIV/AIDS, HCV and other related topics to community providers throughout Western New York. Our faculty is often available for on-site trainings tailored to meet the needs of organizations. Our Mini-Residency Program offers introductory and advanced clinical training for Community and Correctional Health Care Providers. Phone consultation with an HIV specialist is available around the clock responding to providers needs for general clinical consultation and for the management of post exposure prophylaxis.

Clinical Patient Care Liaison: 716-898-4155

At ECMC, our goal is to provide the highest quality of care and service to our patients and their families. If the staff or manager has not been able to help you with your clinical concerns or questions, you are encouraged to call the Clinical Patient Care Liaison at **716-898-4155**.

Corporate Compliance: 716-898-5555

Any concern may be expressed to clinical staff or patient representatives during your stay. If you have questions about your bill, call **Billing at 716-898-3173**. The Compliance Officer or Corporate Compliance Hotline may be utilized to report unresolved compliance concerns.

Courtesy Telephones:

A courtesy telephone is located in the Main Lobby on the Ground Floor. Generally, the use of cellular phones is permitted in all areas of the hospital. If you are unsure as to the safety of use during your procedure or stay, please check with your nurse or technologist for instruction.

Driver Rehabilitation: 716-898-3225

Our driver rehabilitation program is based on a medical model conducted by Occupational Therapists who have advanced training in driver rehabilitation. Training in medical sciences as well as driver rehabilitation provides the expertise to determine the impact of diagnosis, functional presentation, medication, and age-related decline in making an accurate and comprehensive assessment on your ability to resume driving with or without adaptive equipment or strategies. Our program will provide comprehensive information on your ability to resume driving for communication with physicians, the court(s), the legal system, insurance companies, and the DMV, especially when liability is in question. ECMC also partners with the Alzheimer's Association® Western New York Chapter to provide free driving evaluations of persons with dementia at no cost to qualified families. A grant from the New York State Department of Health provides the funding for these evaluations.

Fire Safety & Emergency Preparedness:

The Medical Center routinely runs drills for patient safety and emergency preparedness. Upon signal of a fire alarm, room doors and unit doors automatically close. Please do not be frightened by the sounds or the automatic door closings. Stay in your room until a staff member signals the alarm is clear or you are further directed by your medical providers.

General Patient Concerns: 716.898.4155

In addition to the Clinical Patient Care Liaison, ECMC also provides Patient Advocates on various units. These advocates are here to help patients and family navigate the increasingly complex world of health care. They serve as a liaison between you and your family and health care providers at ECMC. You can tell your nurse you wish to speak with the Patient Advocate should you have any questions during your stay. The telephone number for the Joint Commission is 1-800.994-6610.

Gift Shop:

The Volunteer Board of ECMC manages the Gift Shop, which is located in the Main Lobby on the Ground Floor of the Medical Center. Gifts, candy, stuffed animals, greeting cards, fresh flowers, toiletries and more are available for purchase and proceeds benefit various initiatives that enhance patient care.

Gift Shop Hours:

Mon., Tues. & Thurs. 10am – 4pm

Wed. & Fri. 10am-8pm; Sat. & Sun. 12-4pm

HCV, HBV, and Liver Clinical Care: 716-898-4119

In collaboration with UB MD division of the Hepatology we provide special expertise in Liver disease, Hepatitis C and Hepatitis B diagnosis and treatment.

Hearing/Sight Impaired:

ECMC makes every effort to accommodate patients with a hearing or sight impairment with these available services:

- All elevators are equipped with Braille buttons and through Senior Vision Services, any pertinent Medical Center form can be produced in Braille and TTY (Teletypewriter) phones are available 24 hours a day in both the Emergency Department and Volunteer office.
- All patient televisions are equipped with a closed caption feature.
- Interpreter services for the hearing impaired are available 24 hours a day. Please inform your nurse or another ECMC staff member if you need this service and arrangements will be made for you. Services are provided through Deaf Adult Services and Crisis Services.

HIV/HCV co-infection Medical Care: 716-898-4119

With the evolution of new Hepatitis C treatment and ability to cure this disease, patients who are co-infected with HIV and HCV can receive the most up-to-date treatment for both HIV and HCV in the same clinic setting.

HIV Primary Care: 716-898-4119

Recognizing that persons with HIV/AIDS are expected to see a doctor more frequently than most people, each of our medical providers is also able to address the primary care of our patients. We are happy to make referrals for specialty services – and can provide most on site.

HIV Specialty Medical Care: 716-898-4119

Because HIV/AIDS are such complicated medical conditions, the New York State Department of Health suggests that all people with these diagnoses be seen by HIV specialists. Each of our physicians and nurse practitioners are highly trained and experienced and many are faculty at the State University of New York at Buffalo Jacobs School of Medicine and Biomedical Sciences.

HIV Testing: 716-898-4119

Immunodeficiency Services offers diagnostic testing service on a walk-in basis from 8:30 to 11:30am and 1 to 4pm, Monday through Friday excepting holidays. Any member of the community is welcome to come in for an HIV test without needing to make an appointment. Testing is also offered throughout our facility. Additionally, members of our staff provide community based testing service needs assessment, and referral linkage in high risk areas and at many community events.

Hospital Police Department/Security/**Lost & Found: 716-898-7777**

ECMC's Hospital Police Department is staffed 24 hours a day, 7 days a week. Security staff can provide general information and assistance by calling **716-898-7777**. They also provide door to car service in the event that you request it.

Housekeeping (Environmental Services): 716-898-3233

A dedicated team of employees strives every day to maintain a clean environment for our patients, visitors and staff. For concerns or comments, please call **716-898-3233**. They are available 24/7 for your comfort and convenience.

Hotel/Guest Lodging: 716-898-3360

If your family is from out of town and needs overnight accommodations, we can provide you with the necessary information to make arrangements at one of several guest houses that offer reduced rates or hotels conveniently located within a 5-mile radius of our facility. Please ask your Discharge Planner about this service or contact the Social Work office at **716-898-3360**.

Language/Interpreter Services:

Interpreter services are available 24 hours a day for patients who speak a foreign language. If you require this service, your nurse will make arrangements for you. Services are provided through the use of an interpreter telephone and The International Institute of Buffalo, as well as other means.

Lost & Found: 716-898-7777

For any lost items please file a report with our Hospital Police Department at **716-898-7777**

****Please see Patient Property section on page 22****

Meals: 716-898-3539

Breakfast, lunch, dinner, and snacks will be provided as ordered by your physician. Surgery and diagnostic procedures may require special dietary restrictions. A member of the Nutritional Services staff will visit you to assist with your meal selection and answer any related questions you may have. For concerns or comments, call the Director of Food and Nutrition at **716-898-3539**.

Mail Services: 716-898-3922

Ask your friends and family to send mail clearly marked with Your Full Name and Room Number (if available) to:

ECMC • 462 Grider Street • Buffalo, NY 14215

Mail is delivered to patients daily, Monday through Friday. Stamps can be purchased through our Gift Shop and also our Snack Shop located on the ground floor in the ECMC Main Lobby.

Newspapers, Magazines, Snacks:

Newspapers may be purchased at Zak's Snacks located in the ECMC Main Lobby. They are also available at newspaper boxes

located on the First Floor at the top of the escalator and the 2nd Floor outside the Great Lakes Café. In addition, all types of snacks, and refreshments may be purchased at Zak's Snacks (cash only) or the ECMC Gift Shop.

Occupational Therapy: 716-898-3225

Occupational Therapy will assist you to improve your physical, visual-perceptual and cognitive function to maximize your ability to perform daily living tasks such as: dressing, bathing, grooming, eating, meal preparation, bill paying and driving, etc. The goal is to maximize independent function and provide compensatory strategies when needed.

Outpatient Dialysis: 716-898-1400

ECMC's Outpatient Dialysis Unit is a 36 station, state-of-the-art Hemodialysis Unit, a Peritoneal Dialysis Unit, and a Home Hemodialysis Unit. Our staff are specially trained to administer dialysis treatments. We also provide extensive training and support for those patients who wish to complete their dialysis treatments in the comfort of their home.

Outpatient Specialty Services:

As a comprehensive medical center, ECMC offers outpatient specialty services to serve patients dealing with a variety of health issues. Whether you need a dermatologist, surgical consultation, or an ear, nose and throat specialist, you can find quality outpatient care here at ECMC. Some of the services provided by our Outpatient Specialty Services include: bariatric, breast health, cardiology, coumadin (anticoagulation), dental, EEG/EMG testing, occupational and environmental health, gastroenterology, hepatology, HIV/AIDS & immunodeficiency, neurology, neurophysiology, oral maxillary, orthopaedic, otolaryngology (ENT), podiatry, pulmonary & pulmonary function testing, rheumatology & connective tissue, urology, wound care & hyperbaric oxygen therapy.

Pain management support group: 716-898-5151

The pain management support group is a biweekly forum for individuals living with chronic pain and desiring social connections and support. The group focuses on positive, active coping with education about non-medication based coping strategies to improve quality of life.

Pastoral and Spiritual Care Services: 716-898-3357

Clergy and staff are on site and on call daily. Services and Masses are offered at various days and times of the week. Bible study and special spiritual counseling sessions are available to patients, families and staff. These sessions include grief, bereavement, marriage, substance abuse, and other topics.

If you desire the services of the chaplain of your faith, please contact your nurse, the Pastoral Care office at **716-898-3357**,

or the Catholic Chaplain at **716-898-3356**. Two chapels are located on ECMC's 2nd Floor for private meditation, Masses and other religious services.

SCHEDULE OF SERVICES:

Catholic Services:

Sundays 7:15 am in The Chapel located on the 2nd floor

Saturdays Catholic Vigil Mass at 2:00 pm at Terrace View

Long-Term Care Facility

Holy Days at 11:45 am

For Interfaith Schedule please call 716-898-3357

****NOTE: Arrangements for attendance at these services must be cleared with your nurse.****

SPIRITUAL CARE SERVICES &

TELEPHONE EXTENSIONS:

Director: 716-898-3357

Interfaith Chaplains: 716-898-3357

Catholic Chaplain: 716-898-3356

Islamic Chaplain: 716-898-3357

Episcopal Lay Chaplain: 716-898-3357

Other Chaplains: Jewish, Jehovah's Witness, Muslim, and other denominations available on call.

****NOTE: If you have religious or cultural beliefs that impact your care, please notify your nurse, physician, or discharge planner.****

Pediatric Educational & Diagnostic Services

(PEDS): 716-819-2400.

The PEDS Department helps children grow in all areas of development including social-emotional, motor, speech-language and learning; while supporting the family and caregivers along the way. Identifying and addressing delays during the formative period of birth to five years has been proven to be important for future success. PEDS provides Diagnostic, Educational and Therapeutic Services in Special Education and Speech, Occupational, Physical and Vision Therapy in the child's home, and/or day care setting.

Primary Care Physicians:

At ECMC, our primary care physicians offer patients assistance with both preventative and treatment of acute and chronic illnesses and injuries. Establishing relationships with primary care physicians can provide better diagnoses and treatment, and help you develop a preventative care routine to avoid getting sick in the first place. In addition to annual exams, diagnosis of illnesses and injuries, and management of long-term conditions, a primary care physician can also provide referrals for follow-up care. As the first point of contact for patients, a primary care physician often collaborates with specialists as necessary. We offer several options for primary care to serve our area's adult and pediatric populations. Some of the services provided as part of primary care

include: treatment of common illnesses, long term management of chronic conditions, preventative medicine and care, physical examinations, health and wellness programs, blood testing and comprehensive lab services. Located within our main campus on Grider Street, ECMC offers multiple campus locations for primary care services for simple and complex cases alike. Our locations include ECMC Family Health Center, ECMC Internal Medicine, VIP Primary Care & Grider Family Health Center.

Patient Admissions: 716-898-3157

NOTE: Some information included in this section of this guide was extracted from the American Hospital Association document "Advancing Health in America."

Your care team will help you to identify sources of follow-up care and let you know if the Medical Center has a financial interest in any referrals. With your approval, we will share information and coordinate our activities with outside care providers.

If you have insurance coverage, please provide this information to Admissions. The ECMC Patient Accounting Department will gladly submit a claim for you to your insurance carrier for payment. **The resolution of your bill will remain your responsibility. You will be responsible for any co-payments or patient responsibilities as determined by your insurance carrier.** You may receive more than one bill for your stay at the Medical Center. ECMC's Patient Accounting Department invoices for technical fees which cover the cost for the use of the hospital's equipment and professional support staff - for example; nurses, dietitians, social workers, nursing assistants, etc. **The physicians will bill you directly for those professional fees associated with their services for your health care.** Should you have any questions concerning financial issues and/or insurance coverage during or after your hospital stay, we encourage you to call **716-898-3157** for assistance.

For Patient Price Information, see:

<http://www.ecmc.edu/patients-and-visitors/billing-and-insurance/patient-price-information/>

Patient Advocates are located throughout the hospital and in our Emergency Room. They are available to make your stay more comfortable and assist you in getting information when needed. If you need to see an Advocate, please let your nurse, or a nurse manager know.

Patient Channel-Educational TV available for FREE-

Go to www.thepatientchannelnow.com and use code 00154 to view a full listing of free educational health videos designed to teach you more about the aspects of your health that you are interested in.

Patient Information Desk: 716-898-3000

For patient condition information, please call the Information Desk at **716-898-1000**. For general information, please call the ECMC General Switchboard at **716-898-3000**.

*****We work to protect your privacy. Information regarding patients in Psychiatry, Chemical Dependency, or any other area of the hospital, or general conditions may be limited for patient privacy reasons.*****

Patient Portal: 716-898-6526 www.myecmc.com

This is a feature provided for patient convenience to access their private medical information and receive support from medical staff. You can sign up for the use of the Patient Portal directly from the ECMC website.

Patient Property:

ECMC has safes available for valuables. There are individual room safes located on our newly remodeled floors for your convenience. There is a safe located in the Emergency Room and at the Cashier's office where you can deposit valuables that you are unable to give to a family member. ECMC encourages the use of glasses, dentures, hearing aids and adaptive equipment and will work with you to have these items at the bedside.

*****We encourage you to send valuable items home with family members for safekeeping. ECMC will assume NO RESPONSIBILITY for items that you choose to bring with you that are of value to you, including cell phones, iPads, laptops, movies, tablets or similar electronic devices of value.*****

(If you enter the hospital with valuables, it will be at your own risk.)

ECMC is not responsible for lost items. Please contact the nursing staff to be sure any items brought into the hospital are properly inventoried on a Property Log.

Pharmacy/Prescriptions: 716-332-2866

Patients affiliated with ECMC can purchase their prescriptions at the Rx Pharmacy located in the Main Lobby (Ground Floor) of the Medical Center between Zak's Snacks and Subway. To contact the Rx Pharmacy, please call **716-332-2866**.

Physiatry**(Physical Medicine and Rehabilitation): 716-898-5498**

The Medical Rehabilitation Outpatient Clinic specializes in treating patients who have a loss of function due to stroke, amputation, brain or spinal cord injury. Our physiatrists work in a multi-disciplinary team that includes physical, occupational, and speech therapists, psychologists and other physician specialists.

Physical Therapy (PT): 716-898-3225

The outpatient PT team will assess and treat any difficulties you may have, including mobility, strength, tone, endurance, balance and coordination. The goal is to achieve the highest level of physical function for independent community living.

Reading Clubs: 716-898-5151

Two reading groups are offered at ECMC. One is open to survivors of acquired brain injury and the other is for individuals living with chronic pain or managing a disability/illness. This reading club provides rich stimulation in an informal and enjoyable social format. Weekly meetings consist of a wide range of short stories, poems and plays that are interesting and challenging (without being intimidating) and foster emotional and social connection to promote healing and recovery.

Referral Basis-Immunodeficiency Services: 716-898-4119.

Recognizing that our patients have other needs, other departments and entities provide chemical dependency and mental health services. Further, we can refer patients for psychiatric and neuropsychiatric evaluations.



Research Initiatives-Immunodeficiency Services 716-898-4119:

The research staff in Immunodeficiency Services conducts projects that examine current trends in HIV and HCV care with a focus on the future. Projects focus on examining the efficacy of current medical interventions, containing costs, and looking at how a person's genetics affect their medical progress.

Restaurants

ECMC has several restaurants that are located on the ground floor for your convenience. The restaurants include Subway, and Tim Hortons Café. In addition, the Great Lakes Café is open 24 hours a day for your convenience, and is located on the second floor at ECMC.

Restrooms (Public)

Public restrooms are located at the center core of every floor; near all waiting rooms and lounges on the First Floor; and off the Main Lobby.

Smoking Policy

****SMOKING is NOT ALLOWED inside the Medical Center or on this medical campus under any circumstance, and will be strictly enforced****

Speak UP-Joint Commission -

1-800-994-6610/www.jointcommission.org

Specialty Infectious Disease Clinic 716-898-4119:

We provide diagnoses and treatment of patients with a wide range of both opportunistic and acquired infectious diseases. This is in collaboration with UB MD Infectious Disease physicians on staff.

Speech Language Pathology: 716-898-3225

Speech pathologists will assist you with overcoming problems with speaking, understanding, or expressing ideas, and with improving memory, concentration, and problem solving. Evaluation and treatment of swallowing disorders is also addressed for safe swallowing and oral nutrition during your recovery.

Spinal Cord Support Group Information: 716-898-5151

The spinal cord support group gathers monthly for peer-to-peer support for individuals, friends, and family members experiencing or affected by a spinal cord injury and the many adjustments and challenges that occur afterwards.

Telephone Service

Patient room telephone service is available free of charge for local and toll-free calls.

Television Service

Thanks to a generous gift from local restaurant owner Russell J. Salvatore, ALL of the televisions in patient rooms are flat screen and FREE to view.

Terrace View Long-Term Care Facility 716-551-7100:

Terrace View is an outstanding rehabilitation and long-term care facility located on the ECMC Health Campus.

Transportation

ECMC does not offer transportation services for outpatient appointments; however, there are a number of programs in the community that are available. Patients may be eligible for these programs depending upon their medical and/or financial status. Ask your discharge planner about options that may be available for you.

Vending Machines

Vending machines are located in the Emergency Department on the First Floor; and on each floor near the service elevators. The vending machines are accessible 24 hours a day.

Volunteer Office-716-898-5337

The Volunteer Office is located in Room G-42, on the Ground Floor of the Medical Center. This department is staffed with volunteers from the community who provide valuable services to the Medical Center and its patients. Volunteers work as greeters in critical areas, in clerical areas they assemble packets, sort clothing for our clothing closet, and are available to read to patients and offer companionship. If you are in need of volunteer services or are interested in becoming a volunteer, please call the Volunteer Office at **716-898-3266** or contact the Director of Volunteers at **716-898-5337**.

Women's HIV Services: 716-898-4119:

The gynecological needs of women with HIV/AIDS are very specific and incredibly important. Through a partnership with Women and Children's Hospital, Immunodeficiency Services provides these services on site to meet women's gynecological needs, including routine pap smears, breast exams, various gynecological procedures and prenatal care with an additional focus on preventing transmission to the baby. HIV positive women are referred for appropriate and comprehensive obstetric care upon pregnancy toward safe and healthy delivery.



Your ECMC Experience Matters to Us

You may receive a short patient survey in the mail within a few weeks after your stay. These simple questions, which take less than five minutes to answer, are important to our viability and vitality as a hospital of choice for Western New York.

The information you provide is voluntary and confidential. This enables us to know that we are providing you and your family the highest quality of care, and to reward teammates who went out of their way to make your experience with us exceptional.

Zak's Snacks Hours:

Monday-Friday, 7:00 A.M. to 7:00 P.M.

Also open a limited time on weekends and holidays.

OTHER SERVICES OFFERED ON CAMPUS AND OFF CAMPUS:

ECMC Behavioral Health Locations:

Adolescent, Adults &

Senior Inpatient Psychiatric Services..... **716-898-3000**

Adult, Child, and Family Psychiatric Services..... **716-898-3255**

Behavioral Health Social Work

and Discharge Planning **716-898-6484**

Comprehensive Psychiatric

Emergency Program (CPEP)..... **716-898-3169**

Drug and Alcohol Dependency

Treatment Services **716-898-3415**

Off-Campus Outpatient Locations:

Chemical Dependency Downtown Clinic

1285 Main Street, Second Floor, Buffalo, NY.... **716-883-4517**

ECMC Depew Clinic

5087 Broadway Avenue, Depew, NY..... **716-898-4930**

Mental Health Services (Outpatient)

1285 Main Street, Second Floor, Buffalo, NY..... **716-883-4517 opt 2**

Northern Erie Clinical Services

2282 Elmwood Avenue, Kenmore, NY.. **716-874-5536**

Additional Support for families:

Buffalo & Erie County..... **716-226-6264**

Crisis Services... .. **716-834-3131**

Family Voices-for children only **716-858-2192**

HELP CENTER..... **716-898-1594**

Mental Health Association..... **716-886-1242**

National Alliance on Mental Illness in

WNY Independent Living... .. **716-836-0822**

Partial Hospitalization Program **716-898-5569**

Spectrum CARES-Crisis and Re-stabilization of

Emergency Services-for children only, 24/7.... **716-662-2040**



LEAVING YOUR FLOOR AS A PATIENT

*****Patients MUST remain on the assigned care unit AT ALL TIMES.***

If special needs arise, please contact Unit Manager for arrangements. **

Information for the prevention of falls at ECMC. We value your safety at all times! We want to help you and your family work with us as a team to prevent falls.

Please:

- Let us know if you have a history of falls.
- Request lowering the height of your bed and side rails if necessary.
- Always use your call button to request help.
- Keep your call bell within reach, along with your glasses.
- Call for help if you want to get out of bed.
- NEVER try to climb over the bed's side rails.
- Let us know if you are reacting strangely to a medication that makes you groggy or unsteady.
- Notify us if you feel light-headed or dizzy at any time.
- Ask for assistance with getting out of bed, a chair, or off the toilet.
- Call for help as soon as you need to use the bathroom.
- At all times use the handrails and grab bars that are available in your room and bathroom.
- Install timers, "clap on," or motion sensors on your lights at home.
- Use night lights in your bedroom.
- Keep the floor and stairs clear of any objects such as shoes, slippers, newspapers, etc.
- Remove all small area rugs and throw rugs.
- Put frequently used items in easy-to-reach places that do not require a step stool.
- Minimize trips to the basement if possible.
- Make sure your bed is easy to get in and out of each time.
- Apply non-slip treads to stairs.
- Apply non-slip decals or use a non-slip mat in the shower or bath.
- Install grab bars near the toilet.
- Consider getting a "Lifeline" type alert button.

Why do falls happen?

- Darkness
- Unfamiliarity with surroundings
- Slippery or wet floors or stairs
- Obstructed pathways
- Medicines
- Vision problems
- Being weak, ill, or not physically fit

Reducing your risks of falling:

- Exercise regularly to build strength.
- Prevent dehydration; stay hydrated.
- Have your eyes checked.
- Talk to your doctor if medicines make you sleepy, drowsy or dizzy.
- Sit up slowly after lying down so that your blood pressure can regulate.
- Turn on the lights when you enter a dark room.
- Make sure your pathway is clear.
- Use the handrails on stairs.
- Sit in chairs that do not move and do have armrests.
- Wear shoes that have firm, flat, non-skid soles.
- Replace the rubber tips on canes and walkers when they become worn.
- Ask for assistance when you need it!

Tips to keep you healthy:

You can avoid contagious diseases like the common cold, strep throat, and the flu. Here are a few easy ways to help you and your family to stay healthy:

- Clean your hands; wash often with warm water and soap.
- Make sure your health care providers clean their hands and wear gloves.
- Cover your mouth and nose; use a tissue or cough/sneeze into your elbow area to protect others.
- If you are sick, avoid close contact with others.
- Get your vaccine shots to avoid disease and fight the spread of infection.
- Quit smoking.

How to stop smoking:

- You have the right to help plan your care. To help with this plan, you must learn about how smoking affects your health and how to stop. You can then discuss treatment options with your caregivers. Work with them to decide what care will be used to treat you best. You always have the right to refuse treatment.

Why should I quit?

The number one reason to quit smoking is to reduce your risks of premature death. Death from smoking is preventable. As a smoker you are at higher risk than a non-smoker of having heart problems and many types of cancers, including cancers of the lip, mouth and pharynx, esophagus, pancreas, lung, cervix, bladder and kidney. You are more likely to develop respiratory tract infections (colds, sinus infections and pneumonia) and life-long breathing problems such as chronic bronchitis and emphysema. You are at higher risk for developing ulcers, cataracts, and osteoporosis, as well as having medical problems or dying after surgery. Cigarettes are expensive and smokers have higher medical costs over their lifetime than non-smokers. Lastly, second-hand smoke increases the risk of illness to your loved ones and pets.

Who will support me as I try to quit using nicotine?

- Ask your caregiver for help. Ways have been found to help people quit smoking including counseling (talk therapy) behavior change therapy, and hypnosis. Frequent one-to-one group and telephone discussions are helpful if you are trying to quit smoking or using nicotine in any form. Support and encouragement from others and learning ways to deal with stress are very important. There are also products such as gum, inhalers, patches, and certain medicines that your caregiver may suggest. Do not use any products that claim to be able to help you stop smoking without talking to your caregiver first.

Where can I go for support?

National Network of Tobacco Cessation Quit line
Phone 1-800-QUIT-NOW

American Cancer Society
1599 Clifton Road NE, Atlanta GA 30329
Phone 1-800-227-2345 <http://www.cancer.org>

American Heart Association National Center
7272 Greenville Avenue, Dallas, TX 75231 • 1-800-242-8721

American Lung Association
1740 Broadway, New York, NY 10019-4374 • 1-800-586-4872
<http://www.lungusa.org>

How can I avoid going back to smoking?

- Avoid old activities and triggers. Try new activities like walking and swimming.
- Keep your list of reasons why you want to quit handy and review them often.
- Talk to your friends and family every day. Ask them for support.
- Do things with your hands such as knitting, typing on computer, crossword puzzles, etc.
- Keep cigarette substitutes around such as carrot and celery sticks, sunflower seeds, apples and sugarless gum or candy.
- Mark every successful day on your calendar.
- Reward yourself every day or week. It will keep you positive and feeling successful.
- Start saving a portion of the money you would have spent on cigarettes. Watch how the money adds up quickly.
- If you do smoke a cigarette, do not give up. Stop and think of how far you have come. Identify the trigger and see what you can do to deal with it the next time.
- Review the health risks that come with using nicotine.
- Review your reasons for quitting and reach out to a supportive friend or family member.

1-866-NY-QUITS (1-866-697-8487)

www.nysmokefree.com

Deaf, Hard of Hearing, and Speech Disabled: Call the NY Relay Service at 7-1-1 (Voice or TTY) 3485 New York State Department of Health

Centers of Care

- Regional Center of Excellence for Behavioral Health
- Regional Center of Excellence for Transplantation and Kidney Care
- Synergy Bariatrics/*Center for Bariatric and Metabolic Surgery*
- Center for Cancer Care *Specializing in Head & Neck, Plastic & Reconstructive Surgery, Dental & Medical Oncology, Maxillofacial Prosthetics, and Breast Oncology*
- Center for Orthopaedic Care
- Center for Rehabilitation Services
- Center for Wound Care & Hyperbaric Medicine

Specialty Care

- Acute Geriatrics
- AIDS Center/Immunodeficiency Services
- Anticoagulation (Coumadin)
- Burn Treatment
- Dentistry
- Diabetes/Endocrinology/Metabolism
- Gastroenterology (GI)
- Otolaryngology/ENT
- EEG/Neurophysiology Lab
- Laboratory Medicine
- Nervous System/Neurology/Neurosurgery
- Occupational & Environmental Medicine
- Orthopaedics
- Podiatry
- Pulmonary Function Testing Lab
- Radiology/Imaging
- Renal/Hypertension Clinic
- Rehabilitation
- Surgery (General, Neuro, Plastic and Vascular)

- Swallowing Disorders Center
- Urology
- Wound Care

Primary Care

- ECMC Family Health Center
- ECMC Internal Medicine Center
- Grider Family Health Center
- VIP Primary Care

ECMC Services

- Chiropractic
- Chemical Dependency Treatment
- Dialysis Inpatient & Outpatient
- Emergency Medicine
- General Surgery
- GI Care
- Immunodeficiency Care
- Medical ICU
- Medical/Surgical Unit
- MRI
- Nephrology
- Non-Invasive Cardiology
- Nuclear Medicine
- Oncology: Head & Neck/Oral/Medical
- Orthopaedics:
 - Foot & Ankle Treatment
 - Fracture Care
 - Total Joint Replacement
- Physical, Occupational & Speech Therapies
- Radiology
- Step Down Units
- Trauma/Burn Units
- Ultrasound
- Vascular Lab
- Wound Treatment



"Make a difference today for someone who is fighting for their tomorrow"

—Jim Kelly
NFL Hall of Famer
Head & Neck Patient
at ECMC



Notes:

My Doctor & members of my Care Team:

People who have made a difference to me:

ABOUT ERIE COUNTY MEDICAL CENTER (ECMC) CORPORATION:

The ECMC Corporation was established as a New York State Public Benefit Corporation and since 2004 has included an advanced academic medical center with 573 inpatient beds, on- and off-campus health centers, more than 30 outpatient specialty care services and Terrace View, a 390-bed long-term care facility. ECMC is Western New York's only Level 1 Adult Trauma Center, as well as a regional center for burn care, behavioral health services, transplantation, medical oncology and head & neck cancer care, rehabilitation and a major teaching facility for the University at Buffalo. Most ECMC physicians, dentists and pharmacists are dedicated faculty members of the university and/or members of a private practice plan. More Western New York residents are choosing ECMC for exceptional patient care and patient experiences —*the difference between healthcare and true care™*.

462 Grider Street
Buffalo, New York 14215
716-898-3000

The difference between healthcare and true care™



ecmc.edu

ECMC: An affiliate of the University at Buffalo Jacobs School of Medicine and Biomedical Sciences

