



# Adirondack Medical Center



# *Patient & Visitor* GUIDE

*Serving  
the Tri-Lakes Region  
and Beyond ...*

*Excellent Health Care ... Close to Home*

Adirondack Medical Center

P.O. Box 471 • 2233 State Route 86

Saranac Lake, N.Y., 12983 • (518) 891-4141

[WWW.AMCCARES.ORG](http://WWW.AMCCARES.ORG)

---

Licensed by the State of New York  
Accredited by the Joint Commission on Accreditation of Healthcare Organizations  
Accredited by the American Osteopathic Association  
Governed by a volunteer Board of Trustees  
representing the greater Tri-Lakes Region  
Managed by Brim Healthcare, Inc.



## Adirondack Medical Center

*Excellent Health Care ... Close to Home*



# A brief history of AMC

### *Who We Are ...*

Adirondack Medical Center was established in January 1991 with the consolidation of the General Hospital of Saranac Lake and Placid Memorial Hospital in Lake Placid. Since then we've been serving residents and visitors to the Tri-Lakes region with two hospital sites, three rehabilitation clinics, two skilled nursing facilities, and three primary health clinics.

We have 97 beds at AMC-Saranac Lake, where we offer a broad range of inpatient and outpatient medical and surgical services. Our two skilled nursing & rehabilitation facilities offer 216 resident beds and a full range of care and services.

Our medical staff of 50 doctors, 98 percent of whom are board-certified, represents 21 specialties. We also have a consulting and courtesy staff which allows us to offer you medical expertise close to home, without traveling to Burlington or Albany.

That's our mission here at AMC, to provide you with ***"Excellent Health Care Close to Home."***





Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## A message from Chandler Ralph

*AMC President & CEO*



As always,  
our staff is also  
available to  
answer any other  
questions.

### Welcome to Adirondack Medical Center

Thank you for choosing AMC for your care. While you are here, your doctor will guide your treatment, but you and your family are our guests and we're pleased to be able to help you. Our professional staff and the latest medical equipment are here for you, and will provide you the best medical care available.

This Patient & Visitor Guide provides useful information for you and your family. It will answer many of the questions you may have during your stay. As always, our staff is also available to answer any other questions. If you have any questions during your stay, please feel free to call me at ext. 2300.

Thank you for allowing us to serve you.

*Chandler*





**Adirondack Medical Center**  
*Excellent Health Care ... Close to Home*

**MISSION STATEMENT**

Excellent Health Care, Close to Home.

**VISION STATEMENT**

We shall be the pre-eminent provider of compassionate, vital individual-centered health services in the North Country so to enrich the lives of those we serve.

**EMPLOYEE PHILOSOPHY**

We, the employees of AMC, recognize that we are the key to our success.

We follow the Golden Rule of “Do unto others as you would have them do unto you.”

The highest standards of quality, customer satisfaction, clinical outcomes and productivity come from our hearts, hands and minds.

We are committed to creating the best work environment possible with high levels of trust, participation, communication, initiative, creativity, and empowerment.

**GUIDING PRINCIPLES**

COMPASSIONATE • ACCOUNTABLE

RESPECTFUL • EXCEPTIONAL • SERVICE





Adirondack Medical Center  
*Excellent Health Care ... Close to Home*

## Table of Contents

PREPARING FOR YOUR STAY, **PAGE 6**

WHILE YOU ARE HERE, **PAGE 9**

PAIN CARE BILL OF RIGHTS, **PAGE 12**

YOUR RIGHTS AND RESPONSIBILITIES, **PAGE 15**

PATIENT SERVICES & RESOURCES, **PAGE 21**

CABLE TELEVISION CHANNELS, **PAGE 23**

IMPORTANT TELEPHONE NUMBERS, **PAGE 28**

GETTING READY TO GO HOME, **PAGE 29**

FOUNDATION OF COMMUNITY SUPPORT, **PAGE 31**





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

### PREPARING FOR YOUR STAY: Admission Procedure

In many cases, your doctor will admit you to the hospital. Our staff is committed to providing you with the highest level of care in a timely fashion.

If you are visiting the hospital for scheduled surgery, there are three types of operations that are scheduled in advance.

- *Outpatient surgery* may be done using a local anesthetic or another pain management medication, and you will not stay overnight.

- *Ambulatory* or same-day surgery involves the use of general anesthesia, but usually no overnight stay unless complications occur.

- *Inpatient* – depending on the type of operation and the outcome, you may be asked to stay overnight or longer.

The surgeon's office will arrange a phone interview or a visit with the pre-admission nurse at the hospital. She will ask you specific questions regarding your health history and current medications. If you have a scheduled visit, please bring a list of your current medications with you, along with the dosages and the times that you take them. This information is important to provide proper care. Rest assured that the hospital protects your privacy and will not reveal any of this information to anyone without your

permission.

The Admitting Office will be calling you prior to your scheduled date of service for insurance information. We realize answering all these questions may seem time consuming, but we hope you understand that the information is necessary so that we can notify your insurance company and avoid any problems with your bill. All co-pays are due at the time of service.

The day before your surgery, please call the Admitting Office between 1 to 5:00 p.m. at (518) 897-2322 or (518) 897-2208 to find out what time you need to be at the hospital. On the day of surgery, you can report directly to the Keet Ambulatory Care Center to prepare for your operation. At that time, you will be given a wristband to wear. It will identify you for the rest of your stay.

It is important to remember that there could be delays in the surgery schedule. Sometimes, there are emergencies that arise and your doctor may be called away or the operating room may be in use at the time you are scheduled for surgery.

The staff will keep you informed about any delays, and accommodate your schedule as best we can.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

### PREPARING FOR YOUR STAY: Admission Procedure

#### PLEASE NOTE: Pre-Admission Testing (PAT)

If you are scheduled for elective surgery, you may also be notified that the Pre-Admission Nurse will be calling you on a specific date & time to complete your nursing assessment prior to your surgery. This should not be confused with pre-registration.

#### EXAMPLE:

**Pre-Registration** is done by the Registration Staff to obtain patient demographic, financial and insurance data.

**Pre-Admission Testing** is carried out by a nurse to determine your medications, previous medical conditions, allergies, etc. prior to admission for your surgical procedure.

### PREPARING FOR YOUR STAY: When you arrive

#### PATIENT INFORMATION

AMC obeys all federal and state laws to protect patient health information. Information is shared only with health professionals as needed or other agencies as required by law.

Patients must decide whether to allow details of their hospital stay to be given out to anyone by the hospital switchboard or for possible media inquiries.

**NOTE: Please let the nursing staff know who your designated spokesperson is to share your health information with your family.**

**“Opting out” of providing information means that no one will be given information about patient status or location.**

You may ask for copies of your

records or to request changes be made to information in the record. All requests must be made in writing.

For information ask your nurse or contact Health Information Management at ext. 2404.

#### OTHER LANGUAGES, HEARING IMPAIRED

Translators are available free of charge for persons who speak a language other than English. Ask a staff member.

Telephonic Interpreters are also available 24 hours a day, 7 days a week. Contact your nurse for this service.

Teletype Devices for the Deaf (TDD) machines are available for persons who need them. Ask a staff member.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## WHAT TO BRING

### IDENTIFICATION/INSURANCE COVERAGE

Please bring identification and insurance information (such as Blue Cross, Medicare or Medicaid) with you when you come to the hospital. If you have already spoken to a nurse about your operation, they will already have your information, but it is best to have it with you in case there are questions.

This should include a Health Care Proxy or Living Will you may have in effect or wish to fill out before you visit.

### PERSONAL ITEMS

You may bring items from home that may make you more comfortable during your stay. Did you remember to pack:

- robe and slippers
- eyeglasses and cases
- hearing aids and cases
- pajamas/nightgown
- dentures
- underclothes
- personal toilet items

For your safety, personal radios and compact disc players must be battery operated. Our Engineering Department will be

glad to check your equipment for safety. If you are being monitored with electrical devices, please ask your nurse before using any electrical appliance.

### MEDICATIONS

Please do not bring any medication from home, unless your doctor or the pre-admission testing nurse tells you to do so. For your safety, please tell the nurse caring for you if you did bring your own medications from home. When you come to the hospital, please bring a complete list of your medicines and how much you are taking.

### VALUABLES

Valuable items, such as jewelry, watches and credit cards, should be left at home. The hospital cannot assume responsibility for them.

All body jewelry should also be removed before you come to the hospital.

We suggest that you bring only enough money to purchase magazines, newspapers and other incidentals.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

# WHILE YOU ARE HERE

## HOSPITAL STAFF

A team of trained and licensed people will be taking care of you while you are in the hospital. They can be identified by their name badges.

While you are here, your doctor, called your attending physician, will be in charge of your medical care.

Your **nursing care** will be directed by a registered nurse. Other registered nurses, licensed practical nurses and nursing assistants will also take care of you. Remember, your nurses are compassionate people as well as highly trained professionals. They want to make you as comfortable as possible. If you have a problem or if you are worried or uncomfortable, speak with your nurse.

**Nurse Practitioners (NP), Certified Nurse Midwives (CNM) and Physician Assistants (PAs)** may work with your doctor. At AMC, PAs are employed in the Emergency Department and the health centers. PAs are also employed by individual doctors and may be called upon in special circumstances to help take care of you.

During your stay, trained **technologists** may visit for a variety of lab tests, x-rays, medical procedures and treatments such as physical therapy. These tests will help your doctor find out what is wrong, as well as help with your treatment and recovery. If you have any questions about any of the tests, please ask your doctor.

A **registered dietitian** and trained staff will visit you to answer questions about diet and nutrition. They'll also help you plan for special dietary needs when you go home and give you instructions on how to meet those special needs.

Your **case manager** and **social worker** work closely with your doctor and other team members to help you and your family cope with the discharge process. When you leave the hospital, you will have a plan to help you once you get home.

The case manager or social worker will find local resources to help you and your family deal with your situation. To speak with a case manager or social worker, call ext. 2211, 2942 or 2667.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

### WHILE YOU ARE HERE *continued*

#### ETHICS COMMITTEE CONSULTATIONS

Medical technology has grown remarkably within recent years, bringing new treatment options, many of them life-sustaining, for physicians, patients, and families. The downside is that these technological advances raise more difficult ethical questions about the use of these therapies, especially at the end of life.

Most of these new treatments have both benefits and burdens for patients. If the burdens outweigh the benefits, then perhaps the treatment should not be used. Doctors can clarify these problems for their patients.

The final decision as to what treatments will be provided is highly personal and is made by the patient.

It is important that a patient designate a health care proxy, such as a health care provider, family member or legal guardian, who can make medical decisions should a patient lose the capacity to do so.

AMC's Ethics Committee provides a

Consultation Service for patients, doctors, staff, and family members. If treatment decisions are particularly difficult or disagreements arise among family members, patients, or doctors, the Ethics Committee can be helpful.

The Ethics Committee members making the consultation can meet with the doctors, the patient, and family members to define the ethics problems, and to make suggestions for a solution that could lead to resolution of the ethical problem and the provision of sound medical care.

The Ethics Committee does not make medical treatment decisions – that is between doctors and their patients. Please note that the suggestions presented by the Ethics Committee Consultation Service are neither institutionally nor legally binding. All consultation requests are completely confidential and are free of charge.

*To request the assistance of an Ethics Consultation, please ask your nurse or doctor.*

#### Ethics Committee Mission Statement

“The Ethics Committee will support, inform and guide the patient’s health care team to include patients, families, and significant others in their decision-making regarding patient care or other matters of ethical concern. The Ethics Committee shall identify and integrate consideration of ethical issues in health care delivery, as well as provide a confidential forum for the airing and resolution of ethical considerations and dilemmas.”





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## WHILE YOU ARE HERE *continued*

### VISITING HOURS

To allow flexibility for family members and significant others to visit and provide support and comfort during a patient's stay, AMC has implemented Patient Visiting Hours from 8 to 9 p.m., seven days a week.

Please note visiting hours after 9 p.m. and before 8 a.m. are at the discretion of the Nursing Administrative Supervisor, except on the Obstetrical Unit.

Out of respect for your fellow patients, please ask your family and visitors to follow the simple guidelines listed in the

shaded box below.

### PAIN CONTROL

Comfort and pain relief are important aspects of your care and treatment. Unrelieved pain has negative physical and psychological effects. We are committed to pain prevention and prompt management of pain. It is very important for you to report continuing pain.

See the following page to learn more about your rights and responsibilities for reporting and treating pain.

### When visiting at AMC ...

- Visitors who are experiencing fever, cough, sore throat, runny nose, skin rash, vomiting or diarrhea in the last 48 hours before a visit are discouraged from visiting.
- Normally, patient visitations will be limited to two (2) people at any one time. The maximum number of visitors per patient is four (4).
- Visitors who may be disturbing patients, staff, or other visitors will be asked to stop their behavior or be escorted from the hospital's premises.
- Visitors must be respectful of AMC's "No Smoking Policy," which has established all AMC facilities as Smoke Free.
- Visitors should make their own provisions for meals and lodging, if necessary.





Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## WHILE YOU ARE HERE *continued*

### **Pain Care Bill of Rights**

#### **As a person with pain, you have:**

- The right to have your report of pain taken seriously and to be treated with dignity and respect by doctors, nurses, pharmacists and other health care professionals.
- The right to have your pain thoroughly assessed and promptly treated.
- The right to be informed by your doctor about what may be causing your pain, possible treatments and the benefits, risks and costs of each.
- The right to participate actively in decisions about how to manage your pain.
- The right to have your pain reassessed regularly and your treatment adjusted if your pain has not been eased.
- The right to be referred to a pain specialist if your pain persists.
- The right to get clear and prompt answers to your questions, take time to make decisions and to refuse a particular type of treatment if you choose.

#### **How do I talk with my nurse or doctor about pain?**

- Speak up! Tell your doctor or your nurse that you are in pain.
- Tell your doctor or nurse where it hurts. Do you have pain in one place or several places?
  - Describe how much your pain hurts. On a scale of 0-10, zero means no pain at all and 10 means the worst pain you can imagine.
  - Describe what makes your pain better or worse. Is the pain always there, or does it go away sometimes? Does the pain get worse when you move in certain ways? Do other things make it better or worse?
  - Describe what your pain feels like. Use specific words like sharp, stabbing, dull, aching, burning, shock-like, tingling, throbbing, deep, pressing, etc.
  - Explain how the pain affects your daily life. Can you sleep? Work? Exercise? Participate in social activities? Concentrate?
- Tell your doctor or nurse about past treatments for pain. Have you taken medication or had surgery? Tried massage or meditation? Applied heat or cold? Exercised? Explain what worked and what didn't.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

### WHILE YOU ARE HERE *continued*

#### SPEAK UP

The “Speak Up” program, suggested by the Joint Commission, urges patients to get involved in their care. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

To prevent health care errors, patients are urged to **Speak UP**.

**S**peak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

**P**ay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals.

**E**ducate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

**A**sk a trusted family member or friend to be your advocate

**K**now what medications you take and why you take them. Medication errors are the most common health care mistakes.

**U**se a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by the Joint Commission.

**P**articipate in all decisions about your treatment. **You** are the center of the health care team.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

### WHILE YOU ARE HERE *continued*

#### SMOKING

Adirondack Medical Center is a smoke-free facility. Smoking by patients, visitors or staff is prohibited on the grounds of all AMC facilities.

Nicotine replacement therapy is available. Please ask your nurse or other health care provider.

We appreciate your cooperation.

#### MEDICAL RECORDS AND YOUR PRIVACY

The information in your medical chart belongs to you. The chart itself belongs to the hospital and is subject to many state and federal regulations. If you would like to see a copy of your chart, please talk to your nurse or call our Medical Records Department at ext. 2520.

We will not give out any information about you or your stay to anyone – including family and friends – unless we have your permission.

Please designate someone to serve as a spokesperson for you, as we cannot give out any information over the telephone. Inform the nursing staff of who you have designated as your spokesperson.

If you feel that your privacy has been violated, we want you to tell us. Please contact the Privacy Officer at (518) 897-2317 or ext. 2317.

#### ADVANCE DIRECTIVES

While you are a patient, you have certain rights concerning your care.

New York State and AMC both support your right to accept or refuse treatment and to prepare what is called an advance directive.

If you are unable to speak for yourself, an advance directive gives your family and doctors instructions about your treatment.

Examples of advance directives are a health care proxy, a do-not-resuscitate (DNR) order or a living will.

More information about advance directives can be found in the “Your Rights” booklet included in the admissions packet and on the following pages.

You will receive the same excellent care whether or not you have an advance directive. If you have questions, please ask your nurse.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

# YOUR RIGHTS & RESPONSIBILITIES:

## TYPES OF ADVANCE DIRECTIVES

### DO NOT RESUSCITATE

Your right to decide about treatment also includes the right to decide about cardiopulmonary resuscitation (CPR). CPR is emergency treatment to restart the heart and lungs when your breathing and/or circulation stops.

Sometimes doctors and patients decide in advance that CPR should not be provided, and the doctor gives the medical staff an order not to resuscitate (DNR). If your physical or mental condition prevents you from deciding about CPR, someone you appoint, your family members or others close to you can decide.

Please speak to your health care provider or contact our **Pastoral Care Representative** at 897-2945, **Social Worker** at 897-2942 or our **Patient Educator** at 897-2274 for information or assistance on a Health Care Proxy, Living Will, or DNR.

### HEALTH CARE PROXY

**WHO:** Any competent adult.

**WHAT:** Appoints another adult to

make medical decisions for the patient if the patient lacks the capacity to do so.

It may also contain specific directions about medical care.

**WHEN & WHERE:** May be completed anytime providing the person is capable of making his or her own decision and two witnesses sign the document.

**WHY:** An individual wants to assure that a family member or friend of their choice will be authorized to speak on his or her behalf for medical decision making.

### ADVANTAGES:

- Effective indefinitely.
- Honored in any hospital, and in all states.
- Allows the proxy to make decisions based on the patient's current condition.
- Allows the proxy to stop treatments currently in progress.
- May include specific wishes, including requests for DNR. Form is easy to complete.

### LIMITATIONS:

- Not honored by rescue personnel.

*Continued Next Two Pages*





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

# YOUR RIGHTS & RESPONSIBILITIES:

## TYPES OF ADVANCE DIRECTIVES *continued*

### LIVING WILL

**WHO:** Any competent adult.

**WHAT:** Written documentation of an individual's wishes for medical care in case they lack the capacity to make their wishes known.

**WHEN & WHERE:** May be completed anytime providing the person is capable of making his or her own decision and two witnesses sign the document.

**WHY:** An individual wants to assure that his or her medical care wishes are documented and honored.

#### **ADVANTAGES:**

- Effective indefinitely.
- Written documentation of the patient's wishes.
- Allows the doctor to withhold or stop treatments if clearly indicated.
- May include patient's wishes regarding any type of medical care including requests for DNR.

#### **LIMITATIONS:**

- Not honored by rescue personnel.
- Patient's present condition may not be addressed in the document.
- The document may not clearly indicate the patient's wishes.

### NON-HOSPITAL DNR

#### **(DO NOT RESUSCITATE)**

**WHO:** A competent adult or an individual from the surrogates list.

**WHAT:** Informs rescue personnel that they are NOT to perform CPR if the patient's heart or breathing stops.

**WHAT & WHERE:** May be completed anytime providing a physician is present to sign the document.

**WHY:** An individual wants to assure that he/she is not given life saving or sustaining care by rescue personnel if his/her heart or breathing stops.

#### **ADVANTAGES:**

- Assures patient and family that CPR will NOT be initiated.
- Honored by rescue personnel.
- Allows the patient to receive medical care from rescue personnel with the assurance that CPR will NOT be performed.
- Does not become outdated.
- Honored by the receiving facility until the attending physician examines the patient and either orders to continue the prior DNR or cancels the DNR order.

#### **LIMITATIONS:**

- Must be completed on the specified New York State DOH form.
- Must be readily accessible to rescue personnel.





Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## YOUR RIGHTS & RESPONSIBILITIES:

### TYPES OF ADVANCE DIRECTIVES *continued*

#### HOSPITAL DNR

##### (DO NOT RESUSCITATE)

**WHO:** A competent adult patient or an individual from the surrogates list.

**WHAT:** Informs the doctor and other hospital personnel that they are NOT to perform cardiopulmonary resuscitation (CPR) if the patient's heart or breathing stops.

**WHEN & WHERE:** When a patient is at the hospital or nursing

home.

**WHY:** An individual wants to assure that he/she is not given life saving or sustaining care if his/her heart or breathing stops during a hospital stay.

##### **ADVANTAGE:**

- Clearly indicates that CPR is NOT to be performed.

##### **LIMITATIONS:**

- Honored only in a medical facility.

**NOTE:** Be sure to provide your advance directive when you are admitted to the hospital.

**REFERENCES:** Articles 29B, 29C, and 30 of the NYS Health Law.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## YOUR RIGHTS & RESPONSIBILITIES

You are the most important member of our health care team. Your doctors and nurses rely on your cooperation and participation. Therefore, we ask that you observe the following responsibilities as a patient at AMC.

### Your rights as a patient:

- Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
- Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- Receive emergency care if you need it.
- Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
- Recover in a “No-Smoking” room.
- Receive complete information about your diagnosis, treatment and prognosis.
- Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
- Receive all the information that you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet, **“Do Not Resuscitate Orders - A Guide for patients and Families.”**
- Refuse treatment and be told what effect this may have on your health.

*Continued Next Page*





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

### YOUR RIGHTS & RESPONSIBILITIES *continued*

#### Your rights, continued:

- Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
  - Respect of privacy while in the hospital and confidentiality on all information and records regarding your care.
  - Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
  - Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
  - Receive an itemized bill and explanation of all charges.
- Complain without fear of reprisal about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
  - Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
  - **Make known your wishes with regard to anatomical gifts.** You may document your wishes in your health care proxy or on a donor card, available from the hospital.





Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## PATIENT RIGHTS & RESPONSIBILITIES

Adirondack Medical Center can expect reasonable and responsible behavior on the part of the patients, within their capabilities, and their families. You are encouraged to discuss any issues, knowing that you can do so free of interference, discrimination, restraint or reprisal.

### **Patient responsibilities include:**

Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications (including prescribed and non-prescribed medications and herbals), and other matters relevant to your medical history.

Reporting any unexpected changes in your condition and perceived risks in care to your health care providers, which also includes your family reporting.

Being responsible for the outcomes and consequences if you do not follow and cooperate with your care, treatment, and service plan.

Being responsible for working with your physician or other caregivers to develop a treatment plan. This includes asking questions if you do not understand medical instructions, procedures, or other information concerning treatment, or what you are expected to do.

Following the care, treatment, and service plan developed. If you do not understand or cannot follow through with your treatment plan, you have the responsibility to inform your health care provider.

Being considerate of others by respecting the rights, privacy and feelings of staff and other patients.

Responsible for not creating a disturbance or disruption of operations and to cooperate with staff to allow uninterrupted services to other patients.

Responsible for following all hospital rules and regulations with regard to conduct, security, and use of hospital property, including buildings and parking areas, as well as other patients and their property.

To meet financial obligations agreed to, paying your bills as required and cooperating in the processing of the payments.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

# PATIENT SERVICES & RESOURCES

## FINANCIAL ASSISTANCE PROGRAM

At Adirondack Medical Center, we provide care to all those in need regardless of their ability to pay. Following is a summary of AMC's Financial Assistance Program.

### **What if I don't have health insurance?**

Adirondack Medical Center will provide you with information to contact a facilitated enroller to see if you qualify for any of the low or no cost insurances available. *Just by going through this process you will receive a 30% discount off the service received.* Once you have gone through the enrollment process, you may be eligible for further discounts, and in some cases forgiveness of 100% of your medical bills with Adirondack Medical Center.

### **What if I can't afford to pay what I owe Adirondack Medical Center?**

If you have gone through the facilitated enrollment process and you do not qualify for any of the low or no cost insurances available, Adirondack Medical Center will take your financial information (household income) provided and see if you meet their internal Charity Care Program criteria. This

program is based on Federal Poverty Guidelines, and allow anywhere from 5% to 100% discount on services billed by Adirondack Medical Center.

If for some reason there is still difficulty in meeting this financial obligation, Adirondack Medical Center will work with you to set up a payment plan that fits into your budget.

### **What do I need to do to get financial assistance?**

You must go through the facilitated enrollment process to see if you qualify for any of the no or low cost insurance plans available. Once you have done this, we will take this information to see how much you will owe based on the results of the facilitated enrollment process. Again, this discount could be anywhere from 5% to 100% of outstanding bills owed to Adirondack Medical Center.

*(Continued Next Page)*





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

# PATIENT SERVICES & RESOURCES

## FINANCIAL ASSISTANCE PROGRAM *continued*

### **Can the hospital help me apply for financial assistance?**

Yes. Adirondack Medical Center will supply you with the number of the facilitated enrollment office for you to set up an appointment with the facilitated enroller. Many times a telephone call to the facilitated enroller, supplying them with minimal financial information, can give you an idea of what you may or may not qualify for in terms of insurance coverage.

Adirondack Medical Center requests that you sign a consent form allowing the facilitated enrollers (as these individuals do not work for Adirondack Medical Center) to share financial information with Adirondack Medical Center. This sharing of information allows us to work jointly in an effort to determine what assistance can be given in the least amount of time possible.

### **When will I know if I've been approved for financial assistance?**

You will know within five (5) business days from Adirondack Medical

Center's receipt of the results from the facilitated enrollment process.

### **How will my bills be handled during the application process for financial assistance?**

All of your bills with Adirondack Medical Center will be placed on hold during this period. If for some reason you choose not to go through the facilitated enrollment process, you must contact us so that we can see what other arrangements can be made and to see what other assistance can be given.

If you need financial assistance with your medical bills received from Adirondack Medical Center, it is important that you contact us so we can discuss and help you with this.

### **Do I have to fill out an application for each of my accounts?**

No. One application is all that is needed and will cover all of your outstanding accounts.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

# PATIENT SERVICES & RESOURCES

## TELEVISIONS

Each patient can enjoy a bedside color television at no charge. You can also turn to Channel 19, which is the Patient Information Channel.

The following television channels are available\*:

|                          |                     |                     |
|--------------------------|---------------------|---------------------|
| 2 - Public Access        | 23 - TBS            | 47 - Discovery      |
| 3 - WCAX (CBS)           | 24 - USA            | 48 - Nickelodeon    |
| 4 - WVNY (ABC)           | 25 - ESPN2          | 49 - Spike TV       |
| 5 - WPTZ (NBC)           | 26 - Time Warner    | 50 - Sci-Fi Channel |
| 6 - CBMT (CTV)           | Sports              | 51 - TV Land        |
| 7 - WFFF (Fox)           | 27 - MSG            | 52 - fX Network     |
| 8 - QVC                  | 28 - YES            | 53 - ABC Family     |
| 9 - Weather Channel      | 29 - Golf Channel   | 54 - EWTN           |
| 10 - News 10 Now         | 30 - Fox Sports NY  | 55 - History        |
| 11 - A&E                 | 31 - Sports Net NY  | 56 - Learning       |
| 12 - CNN                 | 32 - TNT            | 57 - MSNBC          |
| 13 - ESPN                | 33 - Leased Access  | 58 - Headline News  |
| 14 - WCFE (PBS)          | 34 - CNBC           | 59 - C-SPAN 2       |
| 15 - CFCF (CTV)          | 35 - E!             | 60 - C-SPAN         |
| 16 - The CW11            | 36 - Shop NBC       | 61 - CMT            |
| 17 - My Network TV       | 37 - Oxygen         | 62 - HGTV           |
| 18 - WNPI (PBS)          | 38 - Hallmark       | 63 - Food Network   |
| 19 - Patient information | 39 - Fox News       | 64 - Animal Planet  |
| 20 - HSN                 | 40 - Court TV       | 65 - Travel Channel |
| 21 - TV GUIDE            | 41 - Disney Channel | 67 - Comedy         |
| 22 - Educational Access  | 42 - Lifetime TV    | 68 - Cartoon        |
| 22 - Gov't Access        | 43 - Bravo          | 69 - MTV            |
|                          | 44 - Independent    | 70 - VH-1           |
|                          | 45 - AMC            |                     |
|                          | 46 - Turner Classic |                     |

\* **Subject to change by cable provider.**





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

# PATIENT SERVICES & RESOURCES

## PASTORAL CARE

A non-denominational chapel is located next to the main lobby.

It's well known that patient wellness is tied not only to quality care, but also to spiritual care. Our pastoral care program provides for your spiritual needs while you are in the hospital. A chaplain is available during your stay. If you would like to speak with a chaplain, please call **ext. 2945** or talk to your nurse. Clergy of all faiths visit the hospital.

A list of clergy who are available to visit our patients is kept at the nurse's desk or at the Admitting Office. If you would like a visit from a clergy member, please call the chaplain at **ext. 2945** or talk to your nurse.

## GIFT SHOP

The Gift Shop is located in the Redfield Medical Office Building next to the main lobby. It offers a wide selection of gift items, flowers, newspapers, magazines, candy (including Candy Man Candy), stamps, and toiletries.

The snack bar sells Green Mountain Roasters Coffee and a selection of Danish,

bagels, muffins, juice and soft drinks.

The Gift Shop provides room service. To order, dial ext. 2398. A friendly volunteer will take your order, deliver your item and then collect payment. Please remember that patients on restricted diets should consult their doctor, dietitian or nurse before purchasing food items.

### Gift Shop Hours

Monday-Friday: 8 a.m. to 4 p.m.

## FLOWERS

Flowers for purchase are available in the hospital's Gift Shop, located in the Redfield Medical Office Building, next to the main lobby. Scotts Florist of Saranac Lake provides bouquets, which are delivered to patient rooms by volunteer staff.

## MAIL

Mail is delivered to patient rooms by the volunteer staff. They will also take your letters to be mailed. If you receive mail following discharge, the volunteers will forward it. Stamps are available for purchase in the Gift Shop.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## PATIENT SERVICES & RESOURCES

### NEWSPAPERS

A variety of local publications are available in the Gift Shop. Vending machines at the main entrance on the hospital's main floor provide local newspapers (Adirondack Daily Enterprise, Lake Placid News, Plattsburgh Press Republican).

### NOTARY PUBLIC

Notary publics are available Monday–Friday, 8 a.m. to 5 p.m.

Call the Foundation Office at ext. 2320 for a list of notary publics.

### MEALS

While you are in the hospital, your diet may be limited by your doctor, depending upon your illness.

The meals could be low-salt, low-calorie, low-fat, bland or regular. Each day, you will get a menu. Please circle your selections.

If you have any questions, or need help filling out the menu, please ask.

### Meal Delivery Times

#### Breakfast:

7:15 a.m. to 7:30 a.m.

#### Lunch:

12 noon to 12:30 p.m.

#### Dinner:

5:00 p.m. to 5:30 p.m.

Kosher, vegetarian or other special meals are available; please tell your nurse. If you would like fruit juice or other refreshments between meals, press your call button and ask. If you are on a special diet, a registered dietician will visit you to discuss your diet. If you have any questions about diet, the dietitians on staff are available while you are in the hospital or after you leave.

### Wi-Fi

Patients are welcome to access our free public wireless network. Patients can bring their own laptop, or if needed one can be provided. Please ask the nursing staff about availability.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## PATIENT SERVICES & RESOURCES:

### TELEPHONES

We provide free local telephone service to our patients. Your telephone is located at your bedside. A TDD (telecommunication device for the deaf) is also available – talk to the Nurse Manager at ext. 2374.

To make a local call to Saranac Lake, Tupper Lake or Lake Placid, dial “9” and then the number. Long distance calls must be charged to a calling card or called collect.

To make a long distance call or collect call, dial “O” for the hospital’s operator.

### CELLULAR PHONES

Cell phone use is permitted in certain areas in the hospital. However, it is restricted in specific areas due to the problems associated with the use of cell phones in close proximity of certain equipment.

Visitors can use cell phones if a distance of at least three feet from medical equipment is maintained when operating a cell phone.

Patients and visitors in any area where there is a high concentration of medical devices cannot use cell phones.

This would include ICU, OR, ER, Medical Imaging (x-ray), Nurseries, Laboratory, and nursing stations. Signs have been placed to indicate prohibited use of cell phones by patients and visitors in these areas.

### BANKING

An ATM is located in the main lobby. Cards honored include NYCE, Plus Honor, VISA, MasterCard.

### TRANSPORTATION

Franklin County Public Transportation operates seven days a week. Call: 359-9070 for reservations.

Rates: \$2.00 one-way (half price seniors and disabled/wheelchair accessible)

The bus stops at AMC at  
6:15 a.m., 7:45 a.m.

1:50 p.m., 3:40 p.m.

10:10 p.m., 11:35 p.m.

Please call for reservations 24 hours in advance and to confirm schedule.

### PHARMACY

The pharmacy is located on the first floor of the Redfield Medical Office Building.

**Hours:** Monday-Friday; 8 a.m. to 4 p.m.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## PATIENT SERVICES & RESOURCES:

### Concerns, Problems, Complaints About Your Hospital Care

#### GET INVOLVED, SPEAK UP

We encourage patients and their families to be actively involved in their care.

Patients and their family members are vital sources of information when it comes to the delivery of care. If the patient or family observe a possible error, potential adverse event, or hazardous condition, please report this immediately to the nurse or nurse manager.

#### JOINT COMMISSION

The Joint Commission conducts accreditation surveys of organizations to determine their compliance with nationally established Joint Commission standards.

AMC is accredited by both the Joint Commission and the American Osteopathic Association - one of only four hospitals to carry this distinction in New York State.

These standards deal with organization quality, safety-of-care issues, and the safety of the environment in which care is provided.

Anyone believing that they have issues concerning safety and quality of care in this organization on a continuous basis are encouraged to contact the organization's Administrator, Ms. Chandler Ralph, at ext. 2300.

If the concerns in question cannot be solved at this level, then the Joint Commission may be contacted as stated below.

Division of Accreditation Operations  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

**Phone:** (800) 994-6610

**E-mail:**  
[complaint@jointcommission.org](mailto:complaint@jointcommission.org)





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

### IMPORTANT TELEPHONE NUMBERS

To reach a department from a phone within AMC/Saranac Lake, dial the last four numbers.

#### Medical Services

|                              |                        |                           |          |
|------------------------------|------------------------|---------------------------|----------|
| Case Managers/Social Workers | 897-2211, 2942 or 2667 | Medical Unit (3rd Floor)  | 897-2343 |
| Cardiopulmonary              | 897-2388               | Obstetrics/Gynecology     | 897-2361 |
| Dialysis                     | 897-2641               | Oncology                  | 897-2375 |
| ER – Saranac Lake            | 897-2550               | Rehabilitation Services   | 897-2697 |
| ER – Lake Placid             | 523-3311               | Surgical Unit (2nd Floor) | 897-2331 |
| Laboratory                   | 897-2359               |                           |          |
| Medical Imaging/X-Ray        | 897-2349               |                           |          |

#### Support Services

|                           |          |                                     |          |
|---------------------------|----------|-------------------------------------|----------|
| Adirondack Dental Service | 523-1122 | Mountain Health Center, Keene       | 576-9771 |
| Ambulatory Care Center    | 897-2203 | Rehabilitation and Sports Medicine, | 523-8583 |
| Cardiac Rehab             | 523-8370 | Tupper Lake Health Center           | 359-7000 |
| Endoscopy                 | 897-2201 |                                     |          |
| Lake Placid Health Center | 523-1717 |                                     |          |

#### Specialty & Outpatient Services

|                        |          |                                  |          |
|------------------------|----------|----------------------------------|----------|
| Admitting              | 897-2322 | Gift Shop                        | 897-2398 |
| Billing                | 897-2311 | Medical Records                  | 897-2346 |
| CEO/ Administration,   |          | Notary Public                    | 897-2320 |
| Chandler Ralph         | 897-2300 | Nutritional Services             | 897-2611 |
| Finance                | 897-2301 | Pastoral Care                    | 897-2945 |
| Nursing                | 897-2347 | Patient Care Services (Nursing), |          |
| Medical Staff          | 897-2704 | Margaret Sorensen                | 897-2347 |
| Human Resources        | 897-2668 | Pharmacy                         | 897-2378 |
| Support Staff          | 897-2347 | Privacy Officer                  | 897-2317 |
| Environmental Services | 897-2227 | Quality Management               | 897-2660 |





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

# GOING HOME

## DISCHARGE PLANNING

Before you go home, our case managers and social workers will visit you to talk about your health. They can help you solve any problems you may have regarding your care at home. Case managers can also find help for you from other community services. To speak to a case manager or social worker, **call ext. 2211, 2942 or 2667**. You may also ask your nurse.

## DISCHARGE

Your doctor will decide when you will go home. If you think you are being asked to leave too soon, you have the right to appeal. The process of appeal is found on the back of the discharge notice, which your nurse will ask you to sign.

You can go home in bed or street clothes, but be sure you dress for the weather. Be sure to take all your belongings. It is important to arrange to have a ride home at discharge. For your safety, you may be taken to the main entrance in a wheelchair.

## PATIENT EDUCATION

We want you to feel comfortable about going home. The Decker Community Learning Center is there to help. A registered nurse, works in the center and can answer any questions you may have about your illness.

The center is open to anyone in the Tri-

Lakes region, whether or not you have been a patient. It has videos and brochures on hundreds of topics and is equipped with a computer with Internet access. The center is open Monday-Friday from 8 a.m. to 4 p.m., and other hours by appointment. For more information, **call 897-2274**.

## BILLING INFORMATION

Your bill will be sent to your insurance company when you leave the hospital. You are responsible for payment of any co-pays or deductibles. You will be sent a statement for any balance due.

You may receive more than one bill for services performed at the hospital. If you have any questions or need information about your bill, please call the number listed on your statement. If you cannot pay your bill, AMC has credit counselors to help you. **Call 897-2226** for more information.

You may receive bills from other parties that are not employed by AMC. These may include: Radiologists, Pathologists, Anesthesiologists, and other practitioners that are in private practice, who although are part of the AMC Medical Staff, are not employed by AMC, and therefore will send out a separate bill for their services.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

## SHARE THE SPIRIT

### VOLUNTEERING AT AMC

During your stay with us, you will notice the number of volunteers we have throughout the hospital, wearing navy blue vests with the hospital's logo. Our volunteers are an important part of the Adirondack Medical Center family. They greet our visitors at the front desk, work in our Gift Shop, deliver mail and flowers, visit patients, and help out in various departments with numerous duties.

Adirondack Medical Center is proud of all of the women and men who dedicate their time to others. Please join our team of volunteers and, in turn, help your community.

The hospital also has an active Auxiliary. Auxiliary members from throughout the Tri-Lakes host fund-raising events and socials to benefit projects at the hospital. The Auxiliary's annual summer Antique Show & Sale is one of the oldest and longest running in the Northeast. Over the years, the Auxiliary has been instrumental in raising money to purchase life-saving equipment, donating to many of our services, and funding the hospital's chapel. The Auxiliary is also active in advocating on behalf of the hospital.

If you are interested in the various volunteer opportunities at Adirondack Medical Center or becoming a member of our auxiliary, please call the Volunteer Services coordinator, at 897-2230.





## Adirondack Medical Center

*Excellent Health Care ... Close to Home*

### FOUNDATION OF COMMUNITY SUPPORT

Tri-Lakes residents and visitors have come not only to rely on, but to expect the comfort of knowing that excellent medical facilities and expertise are close to home.

Since the hospital was established almost a century ago, philanthropic support has been the sustaining force behind the hospital's ability to provide the medical facilities and care that is so vital to the health of our community. The Tri-Lakes has long recognized the vital role that top-notch medical care plays in achieving and maintaining a better quality of life for the community in which we live.

Community generosity has facilitated the success of Adirondack Medical Center, and philanthropy has been the center of many new services, technologies and capital building programs. Philanthropy has played a vital role in transforming Adirondack Medical Center into a vibrant regional health facility for all who live and

visit in the greater Tri-Lakes area.

As Adirondack Medical Center continues to grow, so too will its need for philanthropic support.

With state-of-the-art facilities and programs, the hospital is able to successfully attract talented physicians and professional support staff,

which allow us to continue to meet the ever-growing medical needs of our community.

**Health care is constantly evolving, making your continued support vital to the success of AMC's future.**

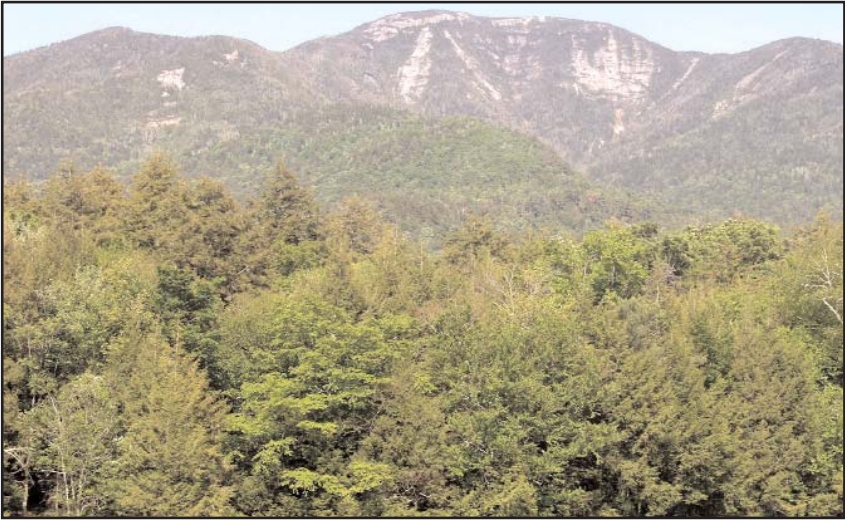
Health care is constantly evolving, making your continued support vital to the success of Adirondack Medical Center's future.

When you invest in Adirondack Medical Center, you are not only investing in your health but that of your loved ones, and the overall health of your community now and in the future - life sustaining and life enhancing benefits shared by all.

If you are interested in making a gift to Adirondack Medical Center, please call the **Foundation Office at 897-2320 or 897-2348.**

[WWW.AMCCARES.ORG](http://WWW.AMCCARES.ORG)





ADIRONDACK MEDICAL CENTER

*Excellent Health Care ... Close to Home*

[WWW.AMCCARES.ORG](http://WWW.AMCCARES.ORG)

(518) 891-4141