

DECEMBER 2016

Open Letter to Immigrant New Yorkers

Do not be afraid to go to the doctor, the clinic, the hospital, or the emergency room. All immigrants can get medical care in New York City, regardless of immigration status or ability to pay. We want you to seek care in any setting without fear.

NYC Health + Hospitals runs the public hospitals and neighborhood health centers in New York City. We respect you and want to help you get the health care you deserve. When you visit our health care facilities, we do not collect information about your immigration status and we never release patient information without authorization by the patient or without being required to do so by law. Our staff will keep it private and confidential. Our health centers and hospitals have a long and proud history of caring for everyone. Our commitment is strong. It has not changed.

We promise all immigrants:

THE CITY OF NEW YORK HAS A POLICY TO PROTECT IMMIGRATION STATUS AND OTHER CONFIDENTIAL INFORMATION. NYC HEALTH + HOSPITALS WILL HONOR YOUR RIGHT TO PRIVACY.

NYC Health + Hospitals public hospitals and health centers are located in neighborhoods all over New York City and provide services in different languages. We provide free interpretation services in 200 languages, 24 hours a day, 7 days a week, and offer translated patient education materials in the top 13 languages preferred by our patients. Our doctors, nurses, and other health care workers care about you. Many of them are immigrants or children of immigrants. They all want to serve you with respect and will work to protect your privacy.

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There are different options available to help you get the health care you need. All children and pregnant women can get health insurance -- even if you do not have legal status. NYC Health + Hospitals staff can help you get the insurance you need. NYC Health + Hospitals will help you even if you do not have insurance and cannot pay a lot of money for health care. This is true for all types of health care services, including emergency care, doctor's visits, medications, long-term care, and hospital stays. To help find out how much you can pay, our staff will ask you for some information about how much you earn and how many people are in your family. You will need to show your home address, some proof of identity, and your date of birth. We want you to get the care you need today, before you get sick, and before it becomes an emergency.

NYC Health + Hospitals has also partnered with IDNYC, the City's municipal identification card available to all which is an accepted form of identification for patients that can be used during the check-in and registration process.

Our policy is clear, NYC Health + Hospitals employees **cannot** give your information to ANYONE else without authorization by the patient or without being required to do so by law. All of our employees know that if they break this promise they can lose their job. We understand that this is the only way that we can keep your trust.

In addition, other City services are available to you, including food, education, legal services, public safety, and more. We encourage immigrant New Yorkers to seek out important City services that are available to them and their families.

Call 311 for a list of all public hospitals and health centers, to find out more information about resources like IDNYC, or to send a message to NYC Health + Hospitals or the Mayor's Office of Immigrant Affairs.

It is our mission to empower every New Yorker - without exception - to live the healthiest life possible.



STANLEY BREZENOFF

Interim President and CEO
NYC Health + Hospitals



NISHA AGARWAL

Commissioner
Mayor's Office of Immigrant Affairs



#NYCHealth4All

www.nychealthandhospitals.org

