

## Welcoming Guide for Care Givers

Welcome to NYC Health & Hospitals/Elmhurst. Our goal is to create optimal health for all through respectful relationships and high quality services. Patient care requires teamwork, not only from staff, but from family and other loved ones. Our staff is empowered to understand how important it is for family members and/or caregivers to be part of the patient's support system and we value your collaboration. Please feel free to talk with us about these guidelines, and any special requests you may have. We will do our best to meet your needs, while ensuring the safety of all our patients in a restful, healing, and safe environment.

- Our patient and family-centered approach welcomes families as vital participants in a patient's care so there are no specified visiting hours. Family and other care partners, as defined by the patient, are welcome at the patient's bedside, 24 hours a day, 7 days a week. Our staff will work with our partners in care to ensure comfort, health, safety, quality care, confidentiality and smooth transitions in care for all patients. We are available to work with you and your loved one to support you in connecting with others who are traveling your same path.
- The hospital observes Quiet Time, designated between the hours of 10 p.m. and 8 a.m., every day, to promote a restful and healing environment.
- Please ensure that all minors (under 12 years of age) are accompanied at all times by an adult, other than the patient, to ensure safety.
- Please stop by the Nurses' station on the unit you are visiting to check in with the nurse.
- It is helpful to keep personal belongings to a minimum for your safety and for the optimal use of space in our care environment.
- Bathrooms in patient rooms are intended to meet the care needs of patients only. Public restrooms are clearly marked and located in a variety of convenient locations.
- The main entrance of the hospital, located on Broadway, is now accessible after 10 p.m.
- You are welcome to visit our on-site Au Bon Pain Café, located in the basement of the Main Building, to purchase a healthy meal or snack, 24 hours a day, 7 days a week. The patient may have dietary restrictions so please check with the nurse before bringing food and/or beverages to the patient.
- Please avoid gifting latex balloons or plants when visiting as these items are highly allergenic for many patients.
- Should you have a medical emergency or need immediate medical attention, please visit the Emergency Department on the 1<sup>st</sup> floor.
- To keep our patients safe, please observe all posted safety signs and directions.
- For our patient's comfort, we provide free television, telephone and Wi-Fi services.