Specialists in Mobility

Hospital for Special Surgery is an affiliate of NewYork-Presbyterian Healthcare System and Weill Cornell Medical College.

535 East 70th Street
New York, NY 10021
www.hss.edu

Your Pathway To Recovery:
Patient Information Guide

Specialists In Mobility
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This brochure will be useful during each of your hospital visits. Please bring it with you.

For information on Language Services, see page four.

Shown throughout this brochure are photos and profiles of a few of the many thousands of patients that have been treated and cared for at Hospital for Special Surgery.
Dear Patient,

Welcome to Hospital for Special Surgery.

We have developed this guide to help answer any questions you may have about your upcoming admission. Please take a few minutes to review it. If you have any questions, you will find a list of useful phone numbers in the back of this guide.

In choosing HSS for your surgery, you have selected a hospital which has a uniquely qualified group of physicians, nurses, therapists, and other health professionals to care for you. We will make every effort to provide you with the finest medical treatment in an environment conducive to recovery.

Wishing you the best of health.

Sincerely,

Louis A. Shapiro
President & Chief Executive Officer
About HSS

Mission
The mission of HSS is to provide the highest quality patient care, improve mobility, and enhance the quality of life for all and to advance the science of orthopedic surgery, rheumatology, and their related disciplines through research and education. We do this regardless of race, color, creed, sexual orientation, or ethnic origin.

HSS Affiliations
Hospital for Special Surgery is an academic research and medical center affiliated with NewYork-Presbyterian Healthcare System and Weill Cornell Medical College. We are team doctors and athletic trainers for the New York Football Giants, the New York Mets, the New York Knicks, the New York Liberty, the New York Red Bulls, Nets Basketball, the Association of Tennis Professionals, the US National Rowing Team, and many other professional and collegiate associations.

HSS History
• Founded in 1863 by Dr. James Knight and 20 prominent New Yorkers
• America’s oldest orthopedic hospital with over 145 years of research and medical practice
• World leader in musculoskeletal medicine, performing more than 22,000 surgical procedures a year

HSS Innovation
• Pioneered the first total knee replacement
• Developed minimally invasive surgical techniques for the spine, hip and knee
• Designed a revolutionary fiber optic probe for distinguishing healthy and diseased cartilage
• Created new imaging protocols for MRI evaluation of cartilage

HSS Leadership
• Top ranked in the Northeast in Orthopedics and Rheumatology by U.S. News & World Report for 19 consecutive years
• Recognized leaders in radiology by Consumer’s Research Council of America
• Among the Top 5 in NY for Spine Surgery
• First hospital in New York to receive the Magnet recognition for Excellence in Nursing, twice
• Recipient of first New York State Department of Health Patient Safety Award
• Recipient of the HealthGrades Joint Replacement Excellence Award™
• Designated by the National Institutes of Health as a Core Center for Skeletal Integrity
• Recognized for Excellence by Joint Commission the Accreditation of Healthcare Organizations for Patient Education and Continuity of Care

Glenn Borsky – Mini-incision Hip Replacement
Following mini-incision hip replacement surgery at HSS, Glenn Borsky began rehabilitation. HSS patients are often amazed at how quickly they are able to walk after surgery. Less than one week after surgery, Mr. Borsky gives his version of the “victory” sign, indicating he is well on the road to recovery.
Your Rights, Privacy and Safety

Your rights and responsibilities as a patient in New York State and at Hospital for Special Surgery

At the Hospital, you will receive a booklet entitled “Your Rights as a Hospital Patient in New York State” which includes details of the Patient’s Bill of Rights. The Statement of Patient’s Responsibilities below is designed as a companion to this Bill of Rights and encourages you, as a patient, to participate in your own health care and treatment.

To the extent possible, Hospital for Special Surgery requests that as a patient you:

- Provide accurate and complete information about your past illnesses, hospitalizations, medications, and other matters relating to your health, and answer any questions concerning these matters.
- Participate in your health care planning by talking openly and honestly about your concerns with your physicians and other health care professionals.
- Understand your health problems and treatment to your own satisfaction and ask questions if you do not understand.
- Cooperate with your physicians and other health care professionals in carrying out your health care plan both as an inpatient and after discharge.
- Participate and cooperate with our health care professionals in creating a discharge plan that meets your medical and social needs.
- Inform the Hospital or any of its professionals of the existence of any advance directive (including health care proxy, power of attorney, DNR, living will, and/or anatomical gifts) you may have created.
- Provide information relating to insurance and other sources of payment.
- Cooperate and abide by the rules, regulations, and policies of the Hospital.
- Be considerate of your fellow patients, respecting their need for privacy and a quiet environment.

Your privacy

Respect for our patients’ privacy is highly valued at Hospital for Special Surgery, and we are committed to protecting the privacy of your health information. If at any time you have questions or concerns about the privacy of your health information, please call the Hospital’s Privacy Office at 212.774.7500.

Your safety

At HSS, we take safety very seriously. Many patients and their families ask us, “Why does everyone keep asking the same questions, over and over?” Actually, this is deliberate on our part. Throughout your continuum of care, your Health Care Team conducts many information checks, and cross checks, to ensure your safety. This includes accuracy of information, verification of identity, marking the correct surgical site, medication safety, and infection control for your best clinical outcome. We appreciate your patience with our questions and for partnering with us to ensure your highest quality care.

Ask us

“Did you wash your hands?” Please do not hesitate to ask this question of your health providers throughout your care at Hospital for Special Surgery. As a patient, you have the right to ask us.

Special Surgery Asks Patients to SPEAK UP

Speak 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.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right healthcare professionals. Don’t assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

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

Use 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 those provided by the Joint Commission.

Participate in all decisions about your treatment. You are the center of the Health Care Team.
You may be scheduled for a day of educational classes and other appointments prior to your date of surgery – we call this your pre-admission testing day. It is very important that you come to the Hospital on this day to ensure you have all the appropriate tests carried out before your surgery. If possible, please arrange to have someone accompany you.

**Your HSS pre-admission testing day**

This may be a long day. Unless otherwise directed, please eat a good breakfast and wear comfortable clothes and shoes. Your Health Care Team will need to know what medications you take, so please bring a clearly written or typed list along with a bag of all your medications, over-the-counter drugs, and herbal supplements, including doses in the original containers.

During the pre-admission testing day, you may:

- Submit a completed advance directive or prepare and submit while you are here.
- Attend a patient education class if you are having a total hip or knee replacement or spine surgery.
- Meet with an internist for a review of your personal medical history and medical clearance.
- Provide your personal medical history, including the name and contact information of your primary care physician, to an HSS Nurse/Admitting Assistant.
- Visit with an HSS nurse for diagnostic testing, such as blood drawing and EKG, and review of your medication allergies.
- Obtain any x-rays that your doctor has ordered.
- Donate blood for your own use during surgery (if your doctor feels this is necessary). Please note that there is a fee for this service, and we encourage you to check with your insurance carrier regarding your blood coverage. If blood is donated, we ask that you sign your name on the blood donation tags using the same legal name used during your Hospital registration. It is critical that the information given for donating your own blood matches both your registration name and legal identification.

The information you provide us during your pre-admission testing with will ensure that:

- You are registered properly in our computer systems.
- Your privacy, safety, and well-being are protected.
- We provide you with the services and amenities you require when you come into the Hospital.

*Please note, it is very important that you use your legal name at all times to ensure that your medical records, test results, and blood samples all match.*

**Language and communication services**

To ensure your best clinical experience, HSS provides free-of-charge medical interpretation, key document translations, and communication assistance and devices. When you register for HSS Services, you will be asked your language of preference, and offered language/communication assistance. Language services are also available to assist applicants for financial aid.

For more information in your preferred language please visit www.hss.edu/languageservices and please refer to information at the back of this booklet.

**Advance directives**

Advance directives are documents that you create to describe the extent of medical treatment you want to receive – or not receive – should you become unable to communicate.

Advance directives include:

- **Health Care Proxy:** Allows any competent person over the age of 18 to authorize another person to make health care decisions on his or her behalf.
- **Living Will:** Gives specific information about the procedures you would like or not like to be performed if or when you become terminally ill.
- **Organ Donation:** Although the topic may be difficult to discuss, it is important to record your wishes and preferences.

For questions on advance directives or for more information, please call 212.774.2403.

**Patient education**

Patients who will be undergoing treatment at HSS can benefit from education programs related to their condition, including preventive measures and follow-up care. Classes at the Hospital provide detailed information on what to bring to the hospital the day of your procedure, what to expect, recovery and pain management. To learn more about patient education, please contact 212-606-1263.
At the age of 30, Cindy Sherlock’s scoliosis began to impinge on her ability to breathe. In May 2000, HSS’ spinal surgeons performed fusion surgery with spinal instrumentation to straighten her spine. Following surgery, Cindy went on to have two children – a son, Liam, and a daughter, Remington – and today enjoys a full and active life.
Your Admission and Surgery

Prior to surgery
Several days before your surgery you may receive phone calls from a few Hospital departments, including Pharmacy, Admitting/Patient Access, Case Management, and/or Patient Accounting. One business day prior to your surgery, a nurse will call you between 1 pm – 7 pm to tell you your time and place to arrive at HSS, discuss specific preparations for surgery, and answer any questions. Be sure to document the location of your surgery and check in with the reception desk of the appropriate floor upon your arrival.

In order for us to contact you, it is vital that you provide a number where you can be reached the day before surgery. This may be a home, work, cell, or hotel number. For recorded pre-operative information concerning your admission to the Hospital, call 212.606.1630.

Your day of surgery
Your surgeon will determine the time of your surgery. However, to adequately prepare, you will be told to arrive two to three hours before your scheduled surgery time.

What to bring with you
Please pack lightly. The following is a checklist to help you prepare:

- The legal ID you used when scheduling surgery with your doctor, and health insurance cards.
- Surgical consent signed by you (if mailed to you prior to admission).
- Any forms that your surgeon’s office asked you to complete.
- Any lab reports/x-rays requested.
- Non-slip shoes (athletic footwear).
- Comfortable clothing for discharge. You will be provided with a hospital gown during your stay.
- Cotton underwear.
- Short, lightweight bathrobe (short clothing will prevent tripping).
- Any special toiletries you use.
- Things to help you relax – portable cassette/CD/DVD player with guided imagery or relaxation music, stuffed animal, reading materials.
- Telephone numbers of people you may wish to call.
- Eyeglasses instead of contact lenses, as they are easier to take care of.
- Dentures – we will provide a container for these which you must use.
- A copy of your advance directives, if you have them.
- A credit card will be needed for television, phone calls, and other charges not covered by insurance. If possible, make arrangements for someone to hold this for you. If not, your Health Care Team will secure the card for you. HSS accepts Mastercard, Visa, and American Express.

Following surgery, you may require an assistive device for walking. You may either bring your own (if your physician says it will be appropriate after surgery) or purchase one through the rehabilitation department.

Medications
Our Pharmacy department has a comprehensive list of medications we routinely carry or stock. If you are taking a medication the HSS Pharmacy does not carry, we ask that you bring it on the day of surgery in the original container in amounts sufficient to cover your expected length of stay. After your visit to Pre-surgical Screening, a representative from the Pharmacy department will contact you.

Verification of identity
Upon admission to the hospital, you will receive an arm band that will include your name, date of birth, and critical information about your care. Your Health Care Team will ask you many times throughout the course of treatment to verify your name and date of birth to ensure the accuracy of information on your wrist band. Although repetitious, these questions from your HSS health care providers are for your protection and safety.

For your family and friends
We know the comfort and support of your family and friends are important to you. It’s important to us, too. During your surgery, a comfortable waiting area is available for your family member/friend. Patient/family liaisons and other members of your Health Care Team provide support, information, and updates to your family or friend while you transition from surgery to the post-surgery recovery area.

No smoking policy
HSS is a smoke-free campus, which means that smoking is not permitted anywhere in and around the Hospital and its facilities. Please ask your family and friends to plan appropriately before visiting with you at the Hospital. We thank you for your cooperation.
Your Health Care Team

Your Health Care Team consists of many doctors, nurses, nurse practitioners, physical therapists, physician assistants, and technicians. While you are in the Hospital, you will also come into contact with many other members of staff. If you are unsure of who someone is, and what role he or she performs, be sure to ask!Outlined below are some additional staff roles you may not have come across previously.

Case Managers
Case Managers provide patients with assistance in discharge planning and coordination of medical needs, as well as offering emotional support, counseling, and advice. HSS case managers can be contacted at any time before, during, or after your admission. Please call 212.606.1271 or 212.606.1003.

Chaplains and Pastoral Care
The Pastoral Care team is a multi-faith chaplaincy providing spiritual care to both patients and families. Pastoral Care focuses on the whole person so that all physical, emotional, and spiritual needs are addressed while you or your loved one is hospitalized. Chaplains (Minister, Priest, and Rabbi) can be contacted at any time before or during your admission. To speak to a Chaplain, call 212.606.1188 and ask that a Chaplain be paged or dial 212.606.1757 for the Pastoral Care Office.

Nutrition Services
Our team of nutritionists (registered dietitians), dietician technicians and dietary assistants are available to assist patients with any nutritional concerns. Upon admission, dietician technicians identify specific needs and accommodate dietary requests. Nutritionists, in conjunction with the interdisciplinary Health Care Team, work closely with patients to provide comprehensive nutritional care that will promote recovery. They evaluate the need for specialized diets and provide thorough education for any nutrition prescription. Call 212.606.1293 (available Monday – Friday) or extension 3435 any day during your admission to speak with a member of the Food and Nutrition Services team.

Patient and Family Services
Patient and Family Services assists patients and families with any questions concerning Hospital regulations and routines, and listens to and acts upon any concerns you may have about your care at HSS. Call extension 2403 (inside the Hospital) or 212.774.2403 (outside the Hospital) to speak to the Patient Advocate, Monday – Friday between 9:00 am and 5:00 pm. After 5:00 pm, please dial 212.606.1188 and ask the operator to page the Coordinator to assist you.

Hans Storr – Knee Replacement
A sports injury in his twenties left Hans Storr with badly torn ligaments in his right knee. In 1992, he underwent knee replacement surgery at HSS. Then, in 2000, his left knee developed arthritis, and he underwent partial knee replacement at HSS. “I’m getting around very well,” says Mr. Storr, adding that while he had to give up tennis, he is still enjoying the sporting life.
After Your Surgery

**Information for family and friends**

After your surgery is complete, the surgeon will talk with your family. If they are not able to wait at the Hospital, please let your surgeon’s office know where your family can be reached, and provide a telephone number to contact them.

**Pain management**

All patients have a right to pain management.

As a patient at Hospital for Special Surgery, you can expect:

- Information and education about pain and pain relief measures.
- A concerned staff, committed to effective pain prevention and pain relief measures.
- Health professionals who routinely incorporate pain control as part of your overall care.
- We will listen to your expressions of pain and promptly act upon them.
- State-of-the-art pain management as appropriate for the patient’s age.
- Your personal, cultural, spiritual, and/or ethnic beliefs will be incorporated into your care.

You (the patient) should:

- Ask your health care provider or nurse what to expect.
- Discuss pain relief options with your health care provider prior to surgery. (Tell us what has worked or has not worked for you before or any side effects from pain medications you have experienced.)
- Tell your health care provider if you have been taking pain medication at home and how much.
- Ask for pain relief when pain first begins.

Your health care provider will regularly assess your pain, using the numerical pain scale below:

<table>
<thead>
<tr>
<th>Numerical Rating Scale for Pain</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
</tr>
<tr>
<td>No Pain</td>
</tr>
</tbody>
</table>

Lucy Phillips – *Pelvic Reconstruction*

Nearly five years ago, just shy of her 13th birthday, Lucy Phillips was hit by a car as she crossed the street to the school bus stop. She was thrown to the pavement, the impact shattering her pelvis. Because of the severity of Lucy’s injuries, she was transferred to the Orthopedic Trauma Service at Hospital for Special Surgery where a team of surgeons reconstructed her pelvis. Today, she has full range of motion and her life is back on track.
One minute, firefighter Steve Elliott was attempting to rescue a panic-stricken woman from outside the third-story window of a burning building. Seconds later, he found himself at the base of a 30-foot ladder, his leg twisted beneath him. The child guard he had been holding onto had given way. Having sustained multiple fractures of his leg, Steve had injuries compounded by trauma to the surrounding soft tissues, including a torn hamstring and torn ligament. But orthopedic surgeons at Hospital for Special Surgery had a treatment plan in mind that would enable him to make an astonishing comeback.
Room allocation and private room request
No matter your location after surgery, you will receive the finest quality of care. The PACU is specially designed to monitor your progress after surgery until you transfer to a room. At the appropriate time, the staff in the PACU will transfer you to a patient room. Please note that while you may have requested a private room, we have only a limited number available, and requesting a room does not guarantee that you will receive one. We apologize for any disappointment. We will do our best to fulfill your inquiry about private accommodations.

Television and telephone services
Television and telephone services are available in your room for an additional fee. Once you are in your room, you may call extension 1442 from an internal phone for assistance. Patients can make telephone calls to the following area codes without third-party billing: 212, 347, 516, 631, 646, 718, and 917.

Internet
The Hospital provides free wireless Internet access available in all patient rooms and family waiting areas. However, the Hospital does not provide patients or visitors with access to desktop computers or laptops and the Hospital does not take responsibility for computers that patients and visitors bring to the Hospital. The Hospital asks patients and visitors who wish to take advantage of the Hospital’s free wireless Internet access to please plan ahead. Patients may want to ask a family member or friend to oversee responsibility for personal laptops during their stay.

Inpatient rehabilitation
Rehabilitation after your surgery is an important part of your recovery. Early mobilization is important to regain your normal activities of daily living. Our Inpatient Rehabilitation team of physical and occupational therapists provides expert care during your hospital stay. If ordered by your physician, your rehabilitation will begin the day of or the day following your surgery. Your therapist will review your post-operative rehab instructions with you based on your surgeon’s recommendations.

Private duty nursing
For added comfort and convenience, you may elect to supplement our excellent nursing staff with a private duty nurse. This can be arranged through the Private Duty Nursing Office and is based on availability. The service is available 7 days a week, 24 hours a day. For more details, including a full list of private caregivers available and their costs, please call 212.774.7187 Monday – Sunday, 7:00 am – 11:00 pm.

Note: If you have arranged for a private duty nurse, a call will be made to the agency as soon as we know when you will be transferred to your inpatient room.

Nellie Tyler – Knee Replacement
Successful knee replacement surgery at HSS in 1996 has kept Nellie Tyler living a normal, active life and, as she says, “doing what I have to do.” Ms. Tyler gets out as often as possible and sometimes returns to HSS for check ups.
Your Discharge

Discharge checklist
Discharge time is 11:00 am. Before you leave the Hospital you should have:

- Your belongings, including any cash or valuables you may have left in the safe, as well as your cane, crutches, or walker. If any of your personal medications are with the nurses or stored at the Hospital, make sure you get them back at this time.
- All prescriptions for medications from your doctor.
- The document “Inpatient Discharge Care Information.” This contains very important information about many aspects of your discharge. Please read it carefully and ask questions if you do not understand anything.

Your surgeon may have additional instructions for you to follow after surgery.

Post-discharge care
If your doctor determines that you should go home to recover after your Hospital stay, your Health Care Team can be an essential resource in helping you assess your personal needs (including personal and family circumstances) and make appropriate, realistic decisions and plans for your continuing care. Case managers are available to assist with your discharge from the Hospital, and you can contact them at any point.

Physical therapy options after discharge
Should you require ongoing physical therapy following your discharge, the range of options will be discussed with you while you are in the Hospital.

Rehabilitation centers/Subacute facilities
A case manager, in collaboration with your doctor, will assess the medical necessity for transfer to a rehabilitation facility, subject to your insurance approval.

Pick-up
By law and for your safety, the Hospital requires that ambulatory surgery patients arrange for someone to escort them home. Your surgery will be cancelled unless this arrangement is clearly established when you arrive at HSS.

James Messina – Leg Straightening and Equalizing
A power kick by 12-year-old soccer player James Messina belies the complex surgery and arduous recovery he underwent four years ago, following a trampoline accident in which he fractured his growth plate. HSS’ pediatric surgeons operated to straighten James’ left leg and equalize its length to his right leg.
Patient and Guest Amenities

**Visiting hours**
To enhance patient care and ensure patient safety, Hospital visiting hours are from 10:30 am to 8:00 pm every day. During the early morning hours our staff helps patients with private morning routines, provides breakfast, and helps to coordinate the day’s care plan.

In addition, to protect young visitors and adult patients, we follow national standards which do not permit children under the age of 14 or pets to visit patients.

**PACU visiting hours**
Visiting hours for these locations on the 1st, 4th, and 9th floors vary by location. Please check with your Health Care Team in each area. At the PACU, your Health Care Team will provide your family with answers to questions about the results of your surgical procedure, including instructions regarding nutrition and dietary needs, pain management, rehabilitation, and related post-operative care information.

**Belaire Guest Facility**
The Belaire is a 35-suite guest facility located across the street from the main HSS building with easy access to the Hospital via a sky-bridge over 71st Street. Accommodations are provided in studios or one- or two-bedroom suites, and include the following facilities:
- Fully equipped kitchens or kitchenettes.
- Maid service.
- Discounted underground parking.
- Cable television and telephone service (including free local calls).

For more information, a full price list, and to make a reservation, please contact the Belaire Guest Facility at 212.606.1989.

**Family waiting areas**
The family waiting areas are located adjacent to all of HSS’ operating rooms and procedure areas. Your surgeon may contact your family there following surgery, and a staff member is present to keep them up to date on your progress. If your surgery is taking place on the 4th or 9th floor, your family will be given a beeper to receive updates on your status. This beeper can receive messages outside of the hospital. Should your family member need to leave the Hospital for any reason, be assured that they will receive the most current information regarding your status.

**Other Patient and Guest Facilities**
In addition to the family atrium, your friends and family are welcome to use the following:

**Bikur Cholim Pantry**
Located on the 2nd floor of the main HSS building, the Bikur Cholim Pantry is a Jewish hospitality room that contains a refrigerator, microwave, snacks and beverages. It is available for our Jewish faith patients and their families who keep kosher or observant.

**Sabbath elevator**
Available for our Jewish faith patients and visitors in the main building of the Hospital.

**Hospital chapel**
Located on the 8th Floor. Open 24 hours.

**Cafe**
Located in the Belaire Building on 71st Street. Open Monday – Friday, 7:00 am – 6:00 pm.

**Coffee/snack stands**
Located at the main entrance and on the 4th and 9th floors.

**ATM**
For your convenience, an ATM is located in the main lobby of the Belaire Building.

**International Center**
We have a specialized team that facilitates access to all Hospital services and assures a comfortable stay for international patients. For further information, please call the Center director at 212.606.1186.

**Patient library**
HSS’ Patient Library delivers books to patients during their Hospital stay.

**Parking**
Patients traveling by car can be dropped off and picked up in the Hospital’s driveway right outside the main lobby. Since street parking is extremely limited, it may be necessary to park in a commercial garage in the Hospital area. Several parking garages – including one for the Belaire Guest Facility – are nearby. Rates may vary. Please contact the Hospital at 212.606.1377 or visit our website for more information about parking facilities or public transportation. The Hospital does not offer parking validation.
Even the simple pleasure of jogging along the beach was unthinkable for Deborah Van Bourgondien before a new hip made her mobile again. For the thousands of individuals each year whose joints have been damaged by rheumatoid arthritis, osteoarthritis, or severe trauma, the Hospital's orthopedic surgeons enable them to regain their independence and resume their quality of life. The surgeons' knowledge, experience, and expertise are without peer and their patients are without pain.
**Billing and Insurance**

Hospital for Special Surgery participates in many insurance plans. If the Hospital does not participate with your particular insurance plan, you still may have coverage subject to the availability of “out-of-network” benefits. Please confirm this information with your plan.

If you need further assistance in determining your benefits, please call the HSS Insurance Advisory Service at 212.774.2607. This program will establish a liaison service between you, your insurance carrier, and the Hospital to provide information regarding your insurance coverage.

**Financial assistance**

If you do not have health insurance and are concerned that you may not be able to pay in full for your care, HSS may be able to help. We provide financial aid to patients based on income, assets, and needs. In addition, HSS may be able to help you obtain free or low-cost health insurance or work with you to arrange a manageable payment plan. For more information about financial assistance, call 212.606.1505. HSS offers free-of-charge Language Services and other communication assistance (see page four).

**Insurance verification**

Our Pre-Registration team will make preparations prior to your date of service to insure prompt and accurate claim processing. You will be called to verify current demographic information (name, address, birth date, etc.) and insurance information. We will also discuss your options regarding payment of non-covered balances including deductible and coinsurance amounts. Credit card payment in advance is recommended to expedite intake on your date of service. Our Insurance Verification Unit is available Monday through Friday from 9:00 am – 5:00 pm at 212.774.2561.

**Bills for services**

You will receive several different bills covering the professional (physician) and hospital charges.

For example:

- Hospital bills cover the cost of room and board and the use of equipment, lab tests, radiology and imaging tests, and professional support staff, i.e., nurses, dietitians, physical therapists, case managers, etc.
- Pre-surgical testing charges are billed separately, as are associated costs for blood donation and private duty nursing.
- Professional bills are the costs associated with the surgeons and other physicians, some of whom interpret/analyze diagnostic tests. These are billed directly to you from the physicians’ offices, such as surgeons, rheumatologists, anesthesiologists, cardiologists, internists, neurologists, pathologists, radiologists, hospitalists, and other consulting physicians, or by an external billing company.

If you have questions regarding Hospital bills, please call our Customer Service unit in the Patient Accounting department at 212.606.1772, Monday – Friday from 9:00 am – 5:00 pm.

**New York State mandatory surcharge**

All patient responsibilities for Hospital services, excluding deductible, are subject to a mandatory surcharge payable to New York State. This will be included on your Hospital bill.

**Durable medical equipment**

Any durable medical equipment such as a hospital bed, wheelchair, crutches, etc., provided by outside vendors to patients for use at home, must be paid directly to the vendor.
Providing Feedback to HSS

We hope that you will be satisfied with the care you receive at HSS. As you know, Hospital for Special Surgery has achieved a national reputation for excellence in orthopedics and rheumatology, and for its overall care to patients. We have arrived at this position through excellence in individual performance and teamwork.

*Feedback from our patients has been a critical component in helping us achieve and maintain this excellence. We listen and we respond to concerns, especially when we learn of new opportunities for future improvement.*

We utilize services from Press Ganey, Inc. to help gather information about our patients’ experiences at HSS. Shortly after your discharge, you will receive a survey from Press Ganey asking you a number of questions about your admission. We would be very grateful if you could complete and return this survey, as it is a vital way of helping us to identify the areas where we can improve our services.

Should you wish to write to someone directly at the Hospital, please feel free to do so. The Hospital’s address is:

Hospital for Special Surgery
535 East 70th Street
New York, NY 10021

Thank you for coming to Hospital for Special Surgery for your surgery.

Can we help someone else? Now, or later, you may have family members or friends who may need an orthopedist (in any specialty area), rheumatologist, physiatrist or pain management specialist. For information on appointments or general education information please call 800.843.0071 or email prs@hss.edu.

Visit our website at www.hss.edu for the best patient educational content for all areas of musculoskeletal conditions and treatments. Offering nearly 1,000 original articles, lectures, videos, and interviews, all content is physician-driven and created to help those with short term or longer term musculoskeletal problems.

Hospital for Special Surgery is accredited by The Joint Commission.

Should you have a concern about patient care and/or safety in the Hospital or in the laboratory, you are encouraged to contact the Executive Office of Hospital for Special Surgery at 212.606.1236. If your concerns are not resolved, you may contact The Joint Commission by either calling 800.994.6610 or emailing complaint@jointcommission.org.

Misha Dichter – Hand Surgery

When world-renowned pianist Misha Dichter found he could no longer play his favorite concerto because of Dupuytren’s contracture – a condition in which the fingers contract toward the palm and cannot be extended – he knew he had to have the best possible hand surgeon. Says Mr. Dichter, “Find the one that you feel comfortable with and then totally entrust yourself to that person.” Mr. Dichter found the expertise he was searching for at Hospital for Special Surgery. The results of surgery were spectacular, as was Mr. Dichter’s return to the stage.
Getting to HSS

1 Hospital for Special Surgery
535 East 70th Street

2 Belaire Building / Belaire Guest Facility
525 East 71st Street

3 Caspary Research Building
541 East 71st Street

4 River Terrace
519 East 72nd Street

5 East River Professional Building
523 East 72nd Street

6 Dana Center
510 East 73rd Street

7 East River Place
525 East 72nd Street

8 Memorial Sloan-Kettering Cancer Center
Blood Donor Room
1250 1st Avenue

9 NY Blood Center
310 East 67th Street

FDR Drive: Driving south, exit at 71st Street.
Driving north, exit at 63rd street, go north on York Avenue.
Parking garages located at these sites 🏮
Local MTA bus routes indicated by 🚌
Nearest MTA subway located by 🚉

Important Telephone Numbers

General Information
212.606.1000

Patient Information
212.606.1377

Admitting/Patient Access
212.606.1241

Belaire Guest Facility
212.606.1989

Chaplains/Pastoral Care
212.606.1757

Executive Office
212.606.1236

Insurance Advisory Program
212.774.2607

International Center
212.606.1186

Language Services
212.606.1760

Nutrition
212.606.1293

Nursing Administration
212.606.1231

Patient Accounting (Billing)
212.606.1772

Patient Education
212.606.1263

Patient/Family Services
212.774.2403

Privacy Office
212.774.7500

Private Duty Nursing
212.774.7187

Social Work & Discharge Planning (Case Management)
212.606.1271