Welcome to the
Hospital for Special Surgery
Special Procedures Unit (SPU)
Patient and Visitor Guide

429 East 75th Street
(between York & 1st Avenues)
This guide will help with some valuable information for the day of your scheduled procedure.

WHAT TO EXPECT

You will receive a call from the SPU Nursing Department prior to your appointment, giving you specific details on when to arrive, what to bring, eating/drinking instructions, etc. You will also receive a follow-up call from a nurse the day after your procedure. These calls are made Monday-Saturday between the hours of 8 am - 7 pm.

When you arrive on the day of your procedure, you will initially go to the first floor “SPU Welcome-Registration” area. Here you will check in and be registered. You and your visitor(s) will then be shown to the second floor “The Ehrenkranz Family Waiting Area.” Your procedure, recovery and discharge will take place on the second floor.

Note: Patients who are scheduled for an MRI prior to their procedure will go directly to the lower level (LL) and, upon completion, will go to the first floor to be registered for their procedure.

Once you are with the clinical team, you will be assessed by the nurse, physician assistant and medical doctor. Procedures do vary in length, however, the average procedure is 15-30 minutes. The recovery period is a minimum of about 15 minutes. However, this may be longer depending on the type of procedure and anesthesia. (Your doctor’s office can clarify expected procedure duration to assist with your planning.)
At the patient’s request, a visitor may sit with a patient in the pretreatment area, after the initial medical assessment is completed. After the procedure, patients may request to have their visitor come in to the Recovery area. Visitors are welcome to wait in the Atrium while their patient is having the procedure.

**HELPING YOU PLAN AHEAD**

For their safety, children age 14 and younger cannot visit in Pretreatment or Recovery areas.

For your comfort and convenience, our Welcome area (first floor) and Atrium (second floor) offer:

- Complimentary coffee and tea
- Free Wi-Fi
- Newspapers/reading material
- Complimentary cell phone charging station
- Patient/family discount card to select local eateries

**WE ASK BECAUSE WE CARE**

Your comments, concerns and suggestions are important to us. Please complete our short survey during your visit to the Special Procedures Unit or follow this link to provide your valuable feedback.

[www.hss.edu/SPU-survey](http://www.hss.edu/SPU-survey) or email us at serviceexcellence@hss.edu

Additional information about Hospital for Special Surgery can be found online at: [www.hss.edu](http://www.hss.edu)
**Parking Garages near 429 East 75th Street**

**Wall Street Parking Corp.**  
On weekdays, enter between 6 am - 11 am, out by 7 pm: $15  
1420 York Avenue (between 75th and 76th Streets)  
tel: 212.249.2940 • Open 24 hours

**Century Parking LLC**  
Discount available: www.iconparkingsystems.com  
330 East 75th Street (between 1st and 2nd Avenues)  
tel: 212.650.1826 • Open 24 hours

**Quik Park**  
All day special: In 6 am - 10 am, out by 12 am: $21.00  
524 East 73rd St. (between York Ave and FDR Drive)  
tel: 212.452.1324 • Open 24 hours

**Little Man Parking**  
M-F enter 8 am - 11 am, out by 5 pm: $18.00 ($28.00 for oversized vehicles)  
401 East 74th Street (between York and 1st Avenues)  
tel: 212.288.3025 • Open 24 hours

**Sta Parking**  
Early bird pricing: enter 5 am - 12 pm, out by 7 pm: $19.00  
433 East 76th Street (between York and 1st Avenues)  
tel: 212.737.0050 • Open 24 hours

For additional parking resources, visit:  
http://nyc.bestparking.com

Prices are as of this printing and may change without notice.

**Gas Station**

**Shell Station**  
1855 1st Ave at 96th Street  
tel: 212.426.8351
Important Numbers

• Medical/Clinical Questions: please call your doctor’s office

• General Information: 212.606.1000 (Hospital for Special Surgery)

• Service Excellence/Patient Liaison/Visitor Services, Main Office: 212.774.2392 (Belaire Bldg. 10th floor)

• Service Excellence/Patient Liaison Services: 646.714.6768 (429 E. 75th Street)

• Billing/Financial: 212.606.1772 (Patient Accounting Department)

• Radiology & Imaging: 646.714.6750 (429 E. 75th Street, Lower Level)

• Osteoporosis & Metabolic Bone Health Center: 212.224.7935 (429 E. 75th Street, Lower Level)

• Spine Therapy Center: 646.714.6850 (405 E. 75th Street)

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