Behavioral Health Center

Patient Guide

Adult Inpatient Units

Welcome

Dear Patients,

Welcome to the Behavioral Health Center of Westchester Medical Center. Our staff is committed to providing you with comprehensive, courteous, and compassionate care. We appreciate that this time of your life may be difficult, and pledge to give you quality care in a friendly and supportive atmosphere. You are the most important part of your Treatment Team.

As we get to know you and other important people in your life (e.g., family members, clinicians, community resource providers), we would like you to become familiar with our program and daily routines. We hope that the following information will give you a better understanding of what you can expect during your stay. This handbook offers important information about what to expect during your stay, your rights and responsibilities, and the services we offer.

The Westchester Medical Center Health Network (WMCHealth) is dedicated to supporting you in your recovery and management of your mental health. Our highest priority is to help you attain stability and relief from symptoms as quickly as possible so that you can return to the community. To support this goal, your Treatment Team will partner with you and assist you in the admission process and in setting goals for your recovery. In addition, you and the Treatment Team will focus on your discharge needs and on selecting a variety of services to meet your individual needs.

On behalf of the Behavioral Health Center workforce, thank you for entrusting us with your care.

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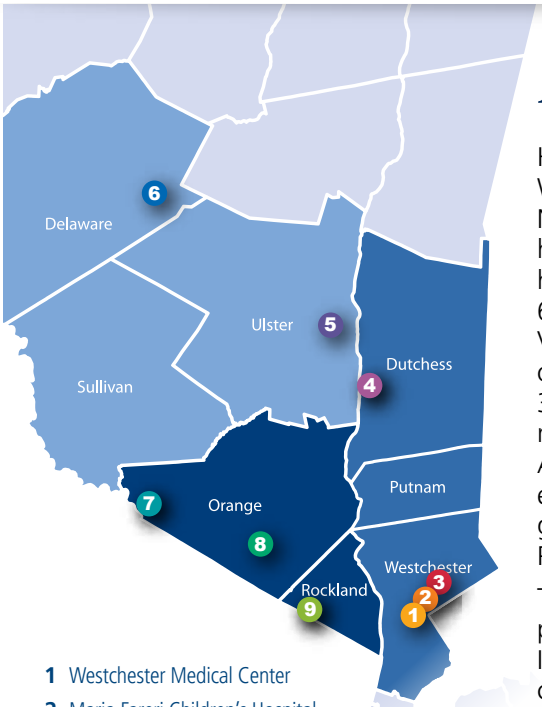

1 Westchester Medical Center
2 Maria Fareri Children's Hospital
3 Behavioral Health Center
4 MidHudson Regional Hospital
5 HealthAlliance Hospital
6 Margaretville Hospital
7 Bon Secours Community Hospital
8 St. Anthony Community Hospital
9 Good Samaritan Hospital

About WMCHealth

Headquartered in Valhalla, NY, the Westchester Medical Center Health Network (WMCHealth) is a 1,700-bed healthcare system comprised of 10 hospitals on eight campuses, spanning 6,200 square miles in the Hudson Valley. WMCHealth has a workforce of more than 12,000 and has nearly 3,000 attending physicians who care for more than 381,000 patients annually. Approximately 600 of our providers are employed in one of our two medical groups, which make up WMCHealth Physicians.

The network includes Level I adult and pediatric trauma centers, and a Level II trauma center; a dedicated burn center; the region's only advanced care children's hospital; an academic medical center; a new, high-tech, and patient-first ambulatory care facility; several community hospitals; dozens of specialized institutes and centers, including comprehensive and primary stroke centers; skilled nursing and assisted-living facilities; homecare services; and one of the largest mental health systems in New York State, along with a growing telemedicine program that connects Hudson Valley residents with immediate, life-saving care.

WMCHealth's patient-centered and family-supported environment celebrates diversityand inclusion. Discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression is prohibited.

WMCHealth Mission

WMCHealth's vital mission is to provide the highest-quality care for all residents of the Hudson Valley regardless of ability to pay. WMCHealth will build on its long tradition of delivering the most advanced services in the region by providing a fiscally sound network that ensures access to a coordinated continuum of care for its community. As the region's only academic medical center-led network, WMCHealth is committed to educating the next generation of caregivers for the Hudson Valley and integrating research to advance treatment, expand knowledge, and improve lives.

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Guide to Preventive Health Screenings, Tests, & Immunizations — **18-19**

We encourage you to scan this QR code to share this guide with your loved ones and caregivers.

Special Notice Regarding COVID-19

A safe and effective care environment is our highest priority, and Westchester Medical Center Health Network (WMCHealth) hospitals and medical practices have undertaken necessary steps to protect our patients and workforce.

Safety First

Your safety is our primary concern. We will always do our best to work together to make sure that you receive safe, high-quality care. In the Behavioral Health Center (BHC), we ask that you be mindful of your environment and in the event of an emergency you adhere to staff's direction for the purpose of maintaining your safety.

Here are ways that you can maintain your safety during your stay.

Fall Prevention

Upon admission, your nurse will assess your risk for falling. If you are at risk for falls, please do not attempt to get out of bed without help. Your nurse and Treatment Team will create a plan to keep you safe in the hospital.

Medications

Share all information you know about the medications you are taking.

Ask your Treatment Team about potential side effects of medications.

Hand Hygiene

Please wash your hands with soap and water for 15 seconds after using the bathroom, before eating, or after touching anything that might be soiled. Health care providers are required to wash or sanitize their hands before and after seeing a patient. Patients and visitors are encouraged to remind the Treatment Team members to clean their hands or to wear gloves if they notice that they do not.

Social Interaction

This is a time to focus on the recovery and management of your mental health. We encourage you to socialize in common shared areas such as the day room and dining room, and in group activities. Bedrooms are for the assigned individuals and are not for the purpose of visiting or socialization. Please respect the privacy of others. Physical contact of any kind is discouraged. Sexual activity between patients is prohibited.

Contraband

To ensure safety, all patients and visitors will be asked to participate in adhering to our procedure in safeguarding personal belongings and the identification of any prohibited items that the staff may consider contraband. Safeguarding the environment includes routine safety checks completed on all patients every 15 minutes.

Valuables/Personal Belongings

We strongly recommend your valuables (jewelry, driver's license, Social Security card, cellphone, money, etc.) be taken home by a relative or significant other. If this is not possible, your valuables will be secured in the hospital safe by Security. Valuable receipts are kept in your chart and will be returned upon discharge.

We encourage you to limit the number of personal belongings that are kept in your room to three days' worth of clothing. We are not responsible for personal belongings that are kept in your possession.

Rapid Response Team

If you or your loved one recognizes a sudden worsening condition during your hospitalization, we encourage you to speak up for safety and notify a staff member to call for a Rapid Response Activation.

Here are ways that we will support your safety during your stay.

Identification

We will always match your identity by checking your medical record number on your wrist band, which contains your name and date of birth, and by asking you to verify your name and date of birth.

Personal Safety and Security

WMCHealth does not tolerate disruptive behaviors such as threats or acts of violence. Contact Security at x18535 or any staff member if you have any concerns for your personal safety.

Smoking

Westchester Medical Center is a smoke- and tobacco-free campus both inside all buildings as well as in all outdoor areas, including parking lots. This includes the use of vaping devices.

Vital Signs

It is important for us to regularly check your vital signs (temperature, blood pressure, and heart rate). Your required level of care and the doctor's orders determine how often we check vital signs—sometimes we even need to check during the night. Thank you for your understanding and cooperation.

Our Commitment to Your Care

During Your Stay

Your Satisfaction Matters to Us

Patient satisfaction is important to us. We are always looking for ways to improve our services and welcome any comments and ideas you may have to help us in our mission. Please speak with your nurse if you have any questions or concerns about your care.

Complaints, Concerns, and Grievances

Patient Experience serves as a liaison between patients, families, and the hospital, and is available to you to help resolve any concerns, complaints, or grievances you may have regarding your care. Patient Experience can provide patients' rights information, details on hospital services, and solutions to requests for special needs.

The Patient Experience team can be contacted at 914.493.8877.

You also have the right to file your complaint with either:

Behavioral Health Administration:
914.493.1905

New York State Mental Hygiene Legal Service:
914.824.5066

OMH – Office of Mental Health Customer Relations:
800.597.8481

New York State Justice Center for the Protection of People with Special Needs:
855.373.2122

DNV Hospital Accreditation

https://www.dnvhealthcareportal.com/patient-complaint-report

Email: hospitalcomplaint@dnv.com
Phone: 866.496.9647
Fax: 281.870.4818

Mail: DNV Healthcare USA Inc.
Attn: Hospital Complaints
4435 Aicholtz Road, Suite 900
Cincinnati, OH 45245

Your Treatment Team

Here are some of the professionals who make up your Treatment Team and provide 24-hour patient care.

Attending Psychiatrists/Nurse Practitioners

Attending Psychiatrists and Psychiatric Nurse Practitioners are available in-house from 9 a.m. to 5 p.m., seven days a week, and are on call 24 hours a day. While you are in the hospital, these professionals provide oversight of your care and treatment, including prescribing medication that will aid in your recovery.

Fellows

Fellows are doctors that operate at a level of responsibility just below the Attending Psychiatrist. They are physicians who have completed their primary residency and have chosen to pursue advanced training (fellowship) in a specialty.

Chief Resident

The Chief Resident is a senior resident who directs the activities of other residents and functions as their immediate supervisor, under the supervision of the Attending Psychiatrist.

Residents

Residents are doctors who have graduated from medical school and are in the process of completing their hospital-based training (residency).

Medical Students

These individuals are studying to become doctors and do not have a medical degree. They may take and review your medical history as part of their education and training.

Nurses

Registered Nurses (RNs) staff the unit 24 hours a day, seven days a week. When you are admitted an RN will meet with you to discuss your medical and psychiatric history and orient you to the unit. An RN is assigned to you each shift to assist you in managing your participation in programming and treatment.

Patient Care Technicians

Patient Care Technicians (PCT) are an integral part of the nursing staff. They help patients with therapeutic programming and hygiene, as well as at mealtimes and other daily activities. They are available to help you at all times and are happy to answer your questions and help guide you during your stay.

Mental Health Therapists

Mental Health Therapists (MHTs) are a vital part of the Treatment Team, providing one-on-one therapy sessions, group treatment, and family treatment. The MHT team consists of Licensed Social Workers and Licensed Mental Health Counselors. An MHT will work with you, your family, and your treatment providers.

Case Management/Discharge Planning Team

The Discharge Planning Team consists of a Case Manager and a Discharge Planner who work closely with you and all members of the Treatment Team to help in coordinating your discharge plan. The Case Manager or Discharge Planner may speak with outside providers and agencies on your behalf to arrange for aftercare services, transportation, or any other needs you may have.

Recreation/Expressive Therapist/ Activity Specialist

These professionals are trained to provide therapeutic programming services and are an important part of your Treatment Team. Therapeutic programming will help you in connecting with your peers, developing new skills, and gaining insight about yourself, while facilitating your wellness and recovery.

Occupational Therapists

These professionals specialize in helping patients build or restore their abilities to perform daily tasks of life.

Clinical Dietitians

Clinical Dietitians assist you with your specific dietary needs during your hospital stay.

Physical Therapists

Physical Therapists specialize in the functioning of joints and muscles. They help develop muscle tone, endurance, balance and movement.

Speech Therapists

These professionals specialize in speech and swallowing disorders.

Support Staff

There are hundreds of other trained professionals at Westchester Medical Center, including laboratory and X-ray technicians, phlebotomists, pharmacists, transporters, housekeepers, and food service staff.

You are the center of the Treatment Team, and we encourage you to take an active role in your care.

Attending Psychiatrists/ Nurse Practitioners

Chief Resident

Patient Care Technicians

Speech Therapists

Residents

Support Staff

Medical Students

Nurses

Occupational Therapists

Mental Health Therapists

Clinical Dietitians

Recreation/Expressive Therapist/Activity Specialist

Physical Therapists

Fellows

Case Management/ Discharge Planning Team

Make sure you know your Treatment Team.

Ask people to identify themselves and tell you what they do. We require all members of the Treatment Team to wear their ID badges to help you recognize who is taking care of you.

Make sure your Treatment Team knows you.

All members of the Treatment Team should check your identification bracelet before examining and treating you.

Take notes.

Write down the names of your treatment team members overseeing your care. Keep a list of questions or concerns to discuss when they visit you.

Make sure you understand what you are being treated for.

If you don't understand a procedure or a technical term, ask the Treatment Team to explain it.

Ask to receive the information about your care in the language you prefer.

Language translation services are available. Ask your nurse for assistance.

Understand your medications.

Ask why you take them and about side effects they may have.

Don't ignore pain.

Tell your Treatment Team when you feel pain.

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

We encourage you to pick a key person to support you and to participate in your conversations with your Treatment Team.

We Are ALL Here to Serve You.

Everything we do is aimed at making your stay with us as pleasant and as positive as possible.

Nutrition

Meals are served in our community dining room three times a day. Nutritional services are provided in a combination of family-style dining and individual trays that are specific to the diet ordered by your physician. Religious and ethnic dietary needs are respected and special diets, such as Kosher and Halal, may be ordered by your licensed medical practitioner.

Food/Snacks/Beverages

While the hospital values the therapeutic benefits patients derive when receiving food during visits from families and loved ones, we ask for your understanding of the following:

- All food items are subject to inspection for safety
- All beverages must be factory sealed
- Any items not consumed during the visit will be discarded
- Glass and aluminum packaging are prohibited
- Peanuts and nuts are restricted items

To ensure we maintain sanitary conditions, **no food or drink may be stored in your room.**

Clothing

You may be provided with hospital attire on admission. You may wear appropriate personal clothing when clinically indicated. Wearing footwear with treads helps avoid falls. Because of limited storage space, we recommend you keep only three (3) sets of clothing here.

Clothing should be modest and appropriate, free of slogans referencing inappropriate words, phrases, or graphics. No strings, shoelaces, hoodies, or belts are allowed. We also do not allow you to bring personal pillows, blankets, or towels onto the unit.

For the safety and protection of patients and staff members, we don't allow the wearing of sunglasses, hats, or any form of headdress, including turbans, scarves, or other head coverings. We respect our patients' autonomy and religious beliefs, and appropriate accommodations will be made as needed in conjunction with clinical staff. In addition, we do not let patients wrap themselves up in blankets instead of wearing coats. This is a fall-prevention safety precaution.

Laundry

A washer and dryer are available. Staff will be available to assist.

Interpreter Services/Hearing and Vision Assistance

Free interpreter assistance is available for patients who are hearing impaired and for people who speak a language other than English. Language interpretation is available by telephone and/or video remote interpretation 24/7 in over 200 languages. We offer 24/7 access to American Sign Language (ASL) interpretation via remote video technology. With advanced notice, we can arrange to have in-person ASL translation provided at no charge. Braille versions of various documents are available in the Admitting Department, Emergency Department, and Outpatient Clinics.

To access these services, please ask your nurse for assistance or contact the Patient Experience Department at x18877.

Legal Health

Free legal services for Behavioral Health Center patients include: securing government benefits, assistance with housing concerns, handling immigration matters, accessing special education services, advising on family law issues, solving insurance disputes, and negotiating workplace accommodations. For more information, call x16800.

Notary Public

Notary services are available upon request for select documents. Please contact Patient Experience at x18877 for additional information.

Mail

If you would like to receive mail during your stay, please have it addressed in the following manner:

Your name
Taylor Pavilion North – Behavioral Health Center
Westchester Medical Center
100 Woods Rd.
Valhalla, NY 10595-1689

Patient Rooms/Bedroom Doors

Most of the rooms in the Behavioral Health Center are semi-private. The environment in the Behavioral Health Center is designed to support communal

living; however, the semi-private bedroom is a shared area for you and your roommate. Bedrooms are for the assigned individuals and are not for the purpose of visiting or socialization. Please respect the privacy of others.

To ensure your safety, we require bedroom doors to remain at least slightly open at all times. Staff will perform safety checks every 15 minutes and may use a flashlight at night.

During your hospitalization, it may be necessary to change your room due to overall patient needs on the unit. We will try to make you as comfortable as possible during your stay.

Unit Schedule

Patients are encouraged to be up by 7:30 a.m., attend to personal hygiene, get dressed and be ready for breakfast by 8 a.m. The ADL closet, which stores personal hygiene items, will be opened at designated times. Please check with staff. Bed-making and room-tidying should be completed by 9 a.m. so you can optimally participate in unit programming.

Diversional Activities

Diversional activities are available to help provide relaxation and stress relief to you and other patients during their hospital stay. Items will be made available to you throughout the day and on request to the nursing staff.

Spiritual Health Services

Our board-certified staff Chaplains and Clinical Pastoral Education interns and residents are professionally and clinically trained to serve as spiritual health providers, offering a non-judgmental, compassionate, clinical presence walking aside patients, their loved ones, and staff during the shifting seasons of life. Chaplains serve as part of the Treatment Team, helping people understand how their spiritual practices impact their health and wellness. Chaplains are available as resources with ethical and/or specific religious concerns, for administering the sacraments, or assisting in calling your own clergy. You do not need to belong to an organized tradition, house of worship, or even consider yourself religious to speak with a Chaplain. Spiritual Health Services can be reached at x17125.

Therapeutic Program

We encourage you to take an active role in your treatment and participate in the programs we provide. The unit program is part of your therapy while you're in the hospital. Upon admission to the unit you will receive a folder that contains this book, a journal, and a printed copy of your unit schedule. The daily schedule will be posted each morning on the board near the nurse's station. Scheduled group attendance is highly recommended, as this expedites your recovery.

We have many different programs, with an overall treatment focus on Cognitive Behavioral Therapy, mindfulness-based practices, and Dialectical Behavior Therapy-informed skills groups.

Interdisciplinary Treatment Planning Meeting

The therapeutic treatment programs and activities provided by the staff are directed toward providing you with the skills you want to develop and are based on treatment planning directed largely by you. We will ask you to sign a consent form to let the Treatment Team contact involved family members and/or service providers to get additional information and coordinate discharge planning.

Your involvement in treatment starts with the first admission interview. Your strengths and needs are assessed and a treatment plan will be developed by you and the Treatment Team. Your Treatment Team will meet with you to discuss your care. Your participation and input are vital. Our staff meets each morning to focus on each patient's daily progress.

Television

Televisions are located in the community dayrooms on all units.

Telephone

Courtesy phones are available for patient use.

Walgreens Pharmacy

Walgreens Pharmacy is in the Ambulatory Care Pavilion on the lobby level of Westchester Medical Center. For your convenience, medications prescribed at discharge can be filled and delivered to you at the bedside before you leave the hospital. Hours are Monday to Friday from 9 a.m. – 7 p.m. and Saturdays from 10 a.m. – 3 p.m. Walgreens can be reached at 914.846.0848.

Services for Visitors and Caregivers

Visitors are an important part of the recovery process and are welcome.

Visitation/Patient Privacy

We ask that you identify two designated support persons, who are welcome to visit during scheduled visiting hours. **(Visiting is limited to adults 21 or older.)**

Visitors will be asked by Security to present their photo ID upon visiting. Visitors will be asked to adhere to our safety protocols by safeguarding personal belongings, including cellphones, in a secured locker in the lobby.

Visitation will take place in a shared community area on the unit. Please respect the privacy of others.

Cellphone Use

Cellphones are **NOT** allowed on the BHC inpatient units and will be stored in a secured locker during visititation.

ATM

An ATM is in the lobby of the Main Hospital.

Dining

Marketplace Café

Located on the Ground Level of Westchester Medical Center, the Marketplace Café offers a selection of gourmet and traditional-style hot and cold meals, popular grab 'n' go items, pizza, grilled items, soup, salad, and sandwiches. Fresh gluten-free, Halal, Kosher, organic, and vegan options are available.

Hours of Operation

Monday to Friday
Breakfast 7:30 – 10 a.m.
Lunch/Dinner 11 a.m. – 7 p.m.

Saturday
Breakfast 8 – 10 a.m.
Lunch 11 a.m. – 3 p.m.

Sunday: CLOSED

Panera Bread Café

Main Hospital lobby hours: 24/7

Children's Hospital lobby
Hours: Monday to Friday:
8 a.m. – 3 p.m. (hours may vary)

Vending Machines

Vending machines are located on the first floor of Macy Pavilion and in the Marketplace Café.

Grab 'n' Go

There is a Grab 'n' Go station located in the lobby of Taylor Pavilion North/Behavioral Health Center.

Gift Shops

Gift shops are located on the first floor of the Main Hospital, just beyond the main lobby, and on the first floor of the Children's Hospital.

Interfaith Chapel

The Interfaith Chapel is in Macy Pavilion. It is open as a quiet place for meditation and prayer 24 hours a day. Roman Catholic Mass is held daily at noon in the chapel.

Kosher Hospitality

The Jewish Prayer Room is in Macy E102, next to the Chapel. Electric Sabbath candles, prayer books, and other ritual items are available upon request. Shabbos rooms for patient family members who cannot travel on the Sabbath or some holy days are available in Maplewood Hall. Contact Spiritual Health Services at x17125 or WMC Security at x18535 for information.

Muslim Prayer Room

The Muslim Prayer Room is located next to the Chapel in Macy 02b. Jumah (Muslim prayer service) is held at 1:30 p.m. on Fridays in the Interfaith Chapel. Prayer rugs and Qu'ran are available in the Prayer Room.

A Halal menu for Westchester Medical Center patients is available. Inform your nurse upon admission. Spiritual Health Services can be reached at x17125.

The Caregiver Center

The Caregiver Center is a tranquil space to help caregivers manage the stress and emotional challenges that are part of caring for someone. The Caregiver Center provides free resources,

programs, and referrals for caregivers. Resources include computers, notary service by request, information for visitors and patients about local accommodations and community resources, as well as fax and copier service. The Caregiver Center is in the main lobby and can be reached at x16800.

Parking

Self-park visitor lots on the Valhalla Campus include:

Lot 10	**Taylor Pavilion North Behavioral Health Center**
Lot 2	Westchester Medical Center
Lot 4	Maria Fareri Children's Hospital

Valet parking is available in front of Westchester Medical Center only.

Fees

Valet parking: $6 per day.

All parking lots have a 15-minute grace period.

Lots 10, 2, and 4	Up to 1 hour: $3.00
	Up to 2 hours: $4.00
	Up to 3 hours: $5.00
	Up to 24 hours: $6.00

An **"All Day"** parking pass can be purchased at the payment stations for $7, which allows unlimited use of visitor parking (self-park only) for 16 hours from time of entry (can be used in Lots 2, 4, and 10, subject to availability).

A **Monthly Pass** can be purchased at the parking office for $32, which allows unlimited use of certain self-park visitor lots for 30 days from initial entry.

Parking pay stations are in the lobby areas of Westchester Medical Center, Maria Fareri Children's Hospital, and Taylor Pavilion/Behavioral Health. Credit card payment is available in all exit lanes. Parking concerns or questions can be directed to the Parking office via intercom at most entry/exit lanes or at x17932.

Relaxation

The beautiful grounds of our campus offer gardens and walking areas to relax and recharge while visiting your loved ones. These are peaceful places to have quiet time to relax and reflect.

Local Lodging

There are hotel and motel accommodations within a short distance of Westchester Medical Center that may offer a special rate for caregivers of our patients. Visit our website for a current list.

Preparing for Your Discharge

In preparation for your discharge, your Discharge Planner/Case Manager will assist with coordinating follow-up care. On the day of your discharge, after being cleared by your doctor, your nurse will give you a discharge summary and discuss specific information with you about care instructions, diet, medication(s), and any follow-up appointments. Please discuss any questions you or your caregiver(s) may have with your nurse during this review and get a phone number to call if you have questions after you leave the hospital. Upon return to the community after hospitalization, you will have a follow-up mental health appointment within five business days of discharge. You will also have a medical follow-up if applicable. Please check your room, bathroom, and closet for personal items, so you do not leave anything behind.

Understanding Your Medications

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide them with that information. It's important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure you write it down. Also, make sure your primary care doctor is informed of any changes or new medicines. If you're not sure about when to take your medicines at home, ask your nurse to review them with you again. Be sure to write down the information.

Obtaining Your Medications

For your convenience, Walgreens Pharmacy can fill medications prescribed at discharge and deliver them to you at bedside **before** you leave the hospital. Walgreens Pharmacy is located in the Ambulatory Care Pavilion on the lobby level of Westchester Medical Center.

Hours

Monday to Friday 9 a.m. – 7 p.m.
Saturdays 10 a.m. – 3 p.m.

This Walgreens can be reached at 914.846.0848. Please contact them to determine insurance eligibility.

Before you leave our care:

Know when your follow-up appointment is.

Understand all of your medications and their side effects.

Continuing Your Care with WMCHealth

WMCHealth Physicians include the medical practices of Advanced Physician Services and Bon Secours Medical Group. These practices consist of more than 700 physicians providing care at more than 150 offices across the Hudson Valley. Individuals who are not established with a WMCHealth provider, or who need a new provider for any reason, can call 833.329.0095 for a convenient connection to an area medical practice.

Learn more about the practices at **wmchealthaps.com** or **bonsecoursmg.com**

More than 700 physicians available to provide you with care.

WMCHealth **Physicians**
Advanced Physician Services
Westchester Medical Center Health Network

Bon Secours Medical Group
Westchester Medical Center Health Network

Accessing Your Medical Records

Requesting Copies of Medical Records

You may request a copy of your medical records at any time. To make the request, complete a WMC Authorization to Disclose Protected Health Information Form available on wmchealth.org. The authorization form can be mailed to Behavioral Health Center.

Behavioral Health Center
Attn: Health Information Management
100 Woods Road
Valhalla, NY 10595
or fax to 914.493.1569

Use this link to request medical records:
https://www.wmchealth.org/patient-information.

Records can be provided upon request electronically via CD or flash drive, or sent to you by email. Please specify on the authorization if records are preferred in either of these formats. Requests are processed within 5 to 10 days of receipt. For records that are mailed, please allow time for delivery. You or a designated representative may pick up the medical records and must show a valid ID at time of pick-up.

New York State Public Health Law allows WMCHealth to charge a reasonable fee to recover the costs of copying, mailing, and supplies used to fulfill your request. Patients will receive a pre-bill or a payment notice with their records (a significant discount is applied if electronic copies are requested). However, there is no fee if the record is being released to a doctor or healthcare provider.

Understanding Your Medical Bills

The information in this section will help you understand commonly used insurance terms, the billing process, types of coverage, and whom to contact for assistance.

Commonly Used Terms

Coordination of Benefits (COB): Designation of the primary payer of services when you're covered under two or more insurance companies, such as Medicare and commercial. COBs prevent duplicate payments. You will be asked to choose which insurance coverage you want to use when you're admitted.

Co-payment: A fee you pay for a specific service, usually due at the time of service.

Co-insurance: The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you pay the remaining 20 percent.

Deductible: The amount you owe each year before your insurance begins making payments.

Explanation of Benefits (EOB): This is not a bill. The EOB shows the amount billed by your doctor or hospital, how much is covered by your insurance, and how much you owe.

Billing Process

Hospital bills include charges for your room, meals, 24-hour nursing care, medicines, X-rays, and lab tests. You'll receive bills for doctors, surgeons, and specialists separately from the hospital.

Types of Coverage

WMCHealth works with many commercial insurance companies, as well as with Medicare and Medicaid. We will work with your insurance plan to determine how your bill will be paid. It is important that you understand the terms of your insurance coverage, as your plan may have special requirements.

Medicare

If you have Medicare, you'll complete a Medicare Secondary Payer (MSP) form at admission.

This ensures that Medicare only pays for services not covered by other insurance you may have.

If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Medicaid

If you have questions regarding Medicaid eligibility, please contact the Financial Counseling Department at 914.493.7830 or 914.493.8296.

Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will forward your claim to your insurance provider.

After you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This will show the amount covered by your insurance and the amount you owe.

Self-Pay Patients and Payment

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, you'll get bills directly from the hospital.

When the first bill arrives, call the hospital's Financial Services Department at 914.493.2089 or 914.493.5449 to set up a payment plan.

Financial Assistance

If you don't understand your bill, contact the Billing Department at 914.493.2089 or 914.493.5449.

If you need assistance paying your bill, contact the Financial Counseling Department at 914.493.7830 or 914.493.8296. A patient representative can work with you and guide you to services that can help.

Grateful Patients

There are many ways for grateful patients and families to support our ongoing mission of Advancing Care. Here.

Nominate a Care Champion

The Care Champion program is a way for grateful patients and families to recognize any member of our workforce who provided extraordinary care and service.

If you would like to recognize outstanding care delivered, visit **westchestermedicalcenter.org/champion** to nominate a Care Champion.

Nominate a Nurse for the DAISY Award

The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Each DAISY Award honoree is recognized at a public ceremony in their unit and will receive: a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitled, A Healer's Touch.

If you would like to recognize outstanding care delivered by your nurse(s), visit **westchestermedicalcenter.org/daisyaward**.

Pay It Forward

Your generosity fuels our mission of providing high-quality, compassionate care to all, regardless of ability to pay. Supporting Behavioral Health Center amplifies our ability to provide life-changing and life-saving care to adults and children in our community.

To contribute, visit **wmchealth.org/donate** or send your donation to:
WMCHealth Development Office
7 Skyline Drive, 3rd Floor
Hawthorne, NY 10532

For inquiries about giving opportunities or to learn more about your impact, contact us at 914.493.2575 or **Foundation@WMCHealth.org**. Thank you for being a vital part of our mission.

Volunteer

Volunteers provide essential social support to our patients, their families, and other visitors. Whether you're interested in greeting and directing visitors or assisting with various other tasks, our Volunteer Services team can match you with the right opportunity.

To learn more, visit **wmchealth.org** or call 914.493.7850.

Patient and Family Advisory Council

The Patient and Family Advisory Council provides important feedback on their patient experience to help us continue to improve our services. These volunteers meet with hospital leaders to offer ideas and recommendations based on their care or a loved one's care at Behavioral Health Center. For more information, visit **www.wmchealth.org/pfac**.

Thank you for entrusting us with your care.

Phone Directory

Calling from an internal phone? **Dial 1 and the four-digit extension only.**

Using your cell phone? **Dial 914.493 and the last four (4) digits of each number.**

When making an external call, **dial 9 before the area code and number. If you are calling an area code other than 914, dial 9 before the area code and number.**

Admitting		11910
Behavioral Health Outpatient Department		15190
Caregiver Center		16800
Compliance Officer		12600
Front Desk/Concierge Services		17075
Financial Counseling		17830 or 18296
General Information		17000
Gift Shop		17439
Housekeeping Hotline		17777
Insurance Information and Patient Accounts		
Last Names	A-F:	18296
Last Names	G-O:	17883
Last Names	P-Z:	17830
IT Help Desk		11543
Medical Records (Health Information Management)		17600
Nursing Station Phone Numbers		
	Unit A2:	17176
	Unit B2:	17184
	Unit B3:	17186
Operator		0
Parking Information		17932
Patient Advocacy		18877
Patient Accounts and Billing		12089 or 15449
Patient Information		17073
Psychiatric Emergency Room		17076
Public Transportation		
	Buses:	914.813.7777
	Trains:	1.800.METRO.INFO (1.800.638.7646)
Security		18535
Spiritual Health Services		15620
Walgreens (on campus)		914.846.0548

We Welcome Your Feedback!

Prior to your discharge you will receive a patient satisfaction survey. The results of our surveys are very important to helping us understand what we do best and also to learn where we need to make improvements.

Thank you in advance for providing your valuable feedback.

WMC Health | Behavioral Health Center

Westchester Medical Center Health Network

Resiliency Tips

1. **Practice mindfulness, or "being in the moment".** Take a moment each day to quiet your mind and savor life's small joys.

2. **Take time every day to do something for yourself.** Self-care isn't selfish... you can't pour from an empty cup!

3. **Care for yourself the way you would your favorite houseplant.** Get enough water, nutrition and sunlight with a boost of positive self-talk!

4. **Be ruthless about sticking to a routine for eating, sleeping and exercise** Keeping your body healthy will give you the stamina to weather bouts of turbulence when you need to.

5. **Helping others is a great way to help yourself.** Acts of kindness can reduce stress, fight depression and provide a sense of purpose.

6. **Connect with nature.** Take a moment to embrace the life and resiliency that exists within every living thing. It can leave you feeling calm and clear-headed.

988 Suicide and Crisis Lifeline

Call or text 988 or chat 988lifeline.org/chat (text and chat available in English and Spanish)

The 988 Lifeline provides live crisis center call, text, and chat services in English and Spanish and uses Language Line Solutions to provide caller translation services in more than 240 additional languages.

My Treatment Team

My MD is: _____

My NP is: _____

My Resident is: _____

My Medical Student is: _____

My Nurses are: _____

My MHT is: _____

My Discharge Planner is: _____

My Case Manager is: _____

My RT/ET/AS person is: _____

My Group Therapist is: _____

My PCTs are: _____

Other: _____

Notes

GUIDE TO PREVENTIVE HEALTH SCREENINGS, TESTS & IMMUNIZATIONS*

BIRTH–18 YEARS

Immunizations:

- **COVID-19 Vaccine:** As eligible
- **Birth:** Hepatitis B (HepB) – 1st dose
- **2 months old:** HepB – 2nd dose, Rotavirus (RV1 or RV5) – 1st dose, Diphtheria, tetanus, & acellular pertussis (DTaP) – 1st dose, Haemophilus influenzae type b (Hib) – 1st dose, Pneumococcal conjugate (PCV13), Inactivated poliovirus (IPV)
- **4 months old:** RV1 or RV5 – 2nd dose, DTaP – 2nd dose, Hib – 2nd dose, PCV13 – 2nd dose, IPV – 2nd dose
- **6 months old:** DTaP – 3rd dose, Hib – 3rd dose, PCV13 – 3rd dose, IPV – 3rd dose, Flu shot – 1st dose, 2nd dose two weeks after 1st
- **9-12 months old:** HepB – 3rd dose (if not received at 6 months), IPV - 3rd dose (if not received at 6 mos), Hib – 3rd dose (if not received at 6 mos), PCV13 – 4th dose
- **12-15 months old:** MMR – 1st dose, Varicella (VAR) – 1st dose, Hepatitis A (HepA) – 1st dose
- **18 months old:** IPV – 3rd dose, DTaP – 4th dose, HepA – 2nd dose
- **4-6 years old:** IPV – 4th dose, DTaP – 5th dose, flu shot – annually, MMR – 2nd dose, VAR – 2nd dose
- **11-12 years old:** Flu shot – annually, Tdap, booster, HPV (Gardasil), Meningococcal – 1st dose
- **13-15 years old:** Flu shot, annually
- **16 years old:** Meningococcal – 2nd dose, flu shot
- **17-18 years old:** Flu shot – annually

Physicals:

In the child's first year, routine visits are scheduled during the first and second weeks of life, and at 2, 4, 6, 9 & 12 months. The infant's first visit to the pediatrician may be as early as 2-3 days of age. Physicals are yearly after age 1.

At every visit to the pediatrician, ask questions about your child's development, including language, movement, thinking, behavior and emotions.

A girl's first gynecology exam is recommended at 13–15 years old.

Screenings:

Birth: Hearing

18 months: Autism Spectrum Disorder (ASD)

24 months: ASD

19–39 YEARS

Immunizations:

Flu shot, annually; one-time HPV vaccine (if not received as adolescent, male and female); COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

Cholesterol/Heart Health Check: Annually, if there are known risk factors; otherwise every five years

Women: Breast exam: monthly at home; annually by physician; gynecological exam, annually

Men: Testicular exam: monthly at home; annually by physician

General Health: Annually, hearing, vision and dental

Screenings:

Skin: Annually for suspicious-looking moles or lesions

Historical illness: Annually for such family medical issues as cancer, heart disease, diabetes, etc.

Diabetes: Annually, if there are risk factors; biannually if BMI is 25/27+

Depression/Mental Health: Annually

Sexually Transmitted Infections: Depending on risk factors or patient request

Women: Cervical cancer: Pap smear every 3 years

** For general guideline purposes only; please consult your physician for specific recommendations.*

WMC Health
Westchester Medical Center Health Network

40–60 YEARS

Immunizations:

Flu shot, annually; one 2-dose shingles vaccine: 50+; COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

Screenings:

Skin: Annually for suspicious-looking moles or lesions

Colorectal: Annually 45+ unless there are risk factors; 10 years before onset of colorectal cancer in first-degree relative

Lung Cancer (CT scan): Annually 55-80 for those with history of heavy smoking who currently smoke or have quit within past 15 years

Depression/Mental Health: Annually

Sexually Transmitted Infections: Depending on risk factors or patient request

Hepatitis C screening: At least once in a lifetime for all adults aged 18 years and older, except in settings where the prevalence of HCV infection (HCV RNA-positivity) is less than 0.1%

Women: Mammogram: annually, depending on risk factors; Pap smear every 3 years (or more frequently with risk factors)

Men: Prostate exam: 40-50+ annually, unless there are risk factors; PSA blood test: 40-50+ annually, unless there are risk factors

Lower Your Risk of Viral Infections: COVID-19 and other

- Wear a mask
- Wash hands/use hand sanitizer frequently
- Refrain from touching face or eyes
- Limit in-person interaction with non-household members and crowds
- Maintain social distance (6 feet) from others
- Quarantine if exposed
- Call your doctor if you have a cough, fever, loss of smell and/or taste, sore throat, nausea, vomiting, or diarrhea

65 YEARS & OLDER

Immunizations:

High-dose flu vaccine, annually; Pneumococcal pneumonia vaccine: one-time, 2-dose series (65+); one 2-dose shingles vaccine: 50+; COVID-19 vaccine, as eligible

Physicals:

Annually, including height, weight, blood pressure and blood work

If you've had Medicare Part B (medical insurance) for longer than 12 months, you can get a yearly "wellness" visit once every 12 months. At this visit, you will develop or update a personalized prevention plan to help prevent disease and disability, based on your current health and risk factors. Your provider may also perform a cognitive impairment assessment.

Screenings:

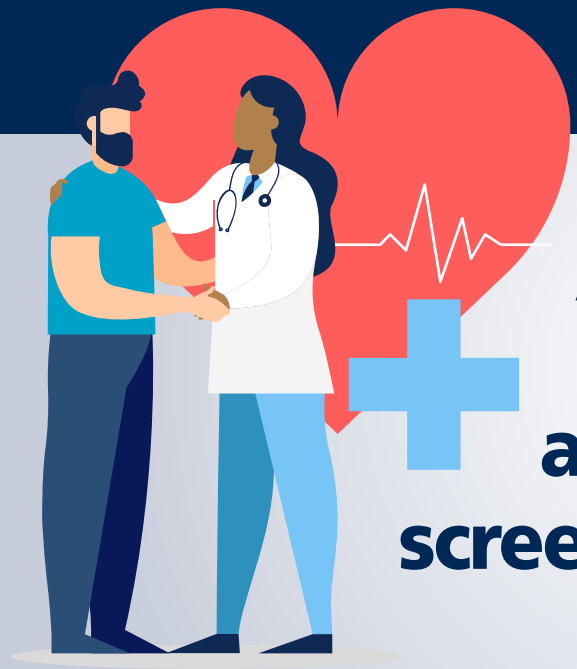
Skin: Annually for suspicious-looking moles or lesions

Osteoporosis (bone density): Every 2 years 65+ (or earlier if postmenopausal with risk factors)

Fall Prevention: Baseline and then as recommended

Men: One-time abdominal ultrasound: 65-75 for current or former smokers or for never-smokers with a first-degree relative who had an abdominal aortic aneurysm (AAA) repair or a fatal AAA

Sources: American Academy of Pediatrics, American College of Obstetricians and Gynecologists, Centers for Disease Control and Prevention, American Heart Association, American Cancer Society and Centers for Medicare & Medicaid Services



Are you on schedule with annual physicals, screenings, and vaccinations?

Keeping up on routine healthcare is an important way that each of us can protect our health. Physicals and screenings are important tools to prevent health problems, and to prevent new problems from becoming real challenges. An annual physical is covered by most insurances, including Medicare and Medicaid. Screenings are often covered by insurance and we can help you learn if you are eligible for screenings based on age, gender, and risk factors.

We have a reference guide to routine care for all ages, and it is available at WMCHealth.org/guide.

If you or a family member is behind on having a physical, a vaccination, or a screening test – **please do not delay scheduling it**.

Individuals who are not established with a provider, or who need to see a new provider for any reason, can call WMCHealth Physicians at 1.833.329.0095 for convenient connection to an area medical practice.

We encourage you to scan this QR code to share this guide with your loved ones and caregivers.

WMCHealth
Westchester Medical Center Health Network

Advancing Care. Here.

Behavioral Health Center
100 Woods Road
Valhalla, NY 10905
914.493.7000
wmchealthbh.org

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