

WELCOME TO CATSKILL REGIONAL MEDICAL CENTER

An affiliated member of the Greater Hudson Valley Health System (GHVHS), Catskill Regional Medical Center (CRMC) is dedicated to providing the highest quality health care to residents of Sullivan County and neighboring communities at its main hospital campus in Harris and at the Grover M. Hermann Hospital Division in Callicoon. The sole community provider of health care in Sullivan County, CRMC offers the most technologically up-to-date methods of diagnosis and treatment.

CRMC's main campus in Harris is a 228-bed facility with 64 skilled nursing care beds. CRMC's Grover M. Hermann Division in Callicoon is a 25-bed facility with 10 beds that can be used as either acute care or skilled nursing care. CRMC's dedication to the continuous improvement of patient care is reflected by its accreditation by The Joint Commission. CRMC is committed to delivering patient-centered quality health care in a healing environment. CRMC's compassionate staff provides attentively to the needs of patients and their families. As a community hospital in tune to public health needs, CRMC also provides access to education and training for our health care workers and members of the community.

CATSKILL REGIONAL MEDICAL CENTER'S MISSION:

Improve the health of our community by providing exceptional health care.

CATSKILL REGIONAL MEDICAL CENTER'S VISION:

Catskill Regional Medical Center will be the best community hospital in New York State by providing outstanding service to all.

CATSKILL REGIONAL MEDICAL CENTER'S VALUES:

- Care and Compassion
- Safety and Privacy
- Respect and Integrity
- Quality and Innovation

MESSAGE FROM OUR CEO

On behalf of the Catskill Regional Medical Center (CRMC) Administration, Board of Directors and Staff, we would like to welcome and thank you for choosing us for your health care needs. We are proud of the excellent care you will receive by our outstanding group of physicians, nurses and all our entire hospital family. We are serious about our promise to delivering safe, high quality care while focusing on exemplary customer service. It's all part of our commitment to provide a premiere medical facility for the people of Sullivan County

While you are one of our patients, our Patient Advocacy Program will work with you, your family and the staff to resolve questions, issues or concerns about any aspect of your care. Don't hesitate to contact Jodi Goodman, our Director of the Patient Advocacy Program at 794-3300, extension 2185 to assist you. Please be assured that all your information will be kept confidential.

Our goal is to provide you outstanding, compassionate and quality health care. Once you are back home, a representative from Catskill Regional Medical Center will be contacting you to complete our Patient Satisfaction Survey. Your evaluation and comments are important measurements of our success in providing you the best possible service and care.

Whatever has brought you to us today, please know your comfort and care are our top priority. We wish you and your family good health in the days ahead.

Catskill Regional Medical Center - Advancing Patient Care for our Community.

Sincerely,

Steven Ruwoldt
Chief Executive Officer
Catskill Regional Medical Center

ACCREDITATIONS:

THE JOINT COMMISSION

The Joint Commission is a recognized and award-winning international leader with a long proven ability to identify, test and specify standardized performance measures. It engages in cutting edge performance measurement research and development activities, and has established successful, ongoing, collaborative relationships with key performance measurement entities. The Joint Commission presides over a growing, national, comparative performance measurement database that can inform internal health care organization quality improvement activities, external accountability, pay for performance programs and advance research.

COLLEGE OF AMERICAN PATHOLOGISTS (CAP)

The College of American Pathologists, the leading organization of Board Certified pathologists, serves patients, pathologists, and the public by fostering and advocating excellence in the practice of pathology and laboratory medicine.

AMERICAN COLLEGE OF RADIOLOGY (ACR)

The mission of the ACR is to serve patients and society by maximizing the value of radiology, radiation oncology, interventional radiology, nuclear medicine and medical physics by advancing the science of radiology, improving the quality of patient care, positively influencing the socio-economics of the practice of radiology, providing continuing education for radiology and allied health professions and conducting research for the future of radiology.

AMERICAN ASSOCIATION OF BLOOD BANKS (AABB)

AABB's Accreditation Program strives to improve the quality and safety of collecting, processing, testing, distributing and administering blood and blood products. The Accreditation Program assesses the quality and operational systems in place within the facility. The basis for assessment includes compliance with Standards, Code of Federal Regulations and federal guidance documents.

CRMC's services are monitored by the following state and regulatory agencies:

- New York State Department of Health
- New York State Department of Health-Bureau of Environmental Radiation Protection
- New York State Office of Mental Health

Your Admission

The admissions and registration departments must verify a great deal of your personal information during the admissions process. You can help make your registration quicker and easier by bringing identification cards and documents that pertain to your insurance coverage with you when you come to CRMC. During the admission process please give your admissions specialist the names of all prescription and non-prescription medications you are taking. You should also provide the name and phone number of a relative or friend to be contacted in case of an emergency. Upon admission you will be given an identification wrist band. The band should be worn during your stay at the hospital. It identifies you to each member of the hospital staff who participates in your care.

Your Accommodation

Your room assignment is based upon your physician's orders, the reason for your hospital stay and available bed space. Every attempt is made to address personal preferences. Your bed is designed for your care, safety and comfort. Controls allow you to raise or lower the height of the bed and adjust the head and foot of the bed.



If You Need Assistance...

Your nurse will let you know how to use the call button at the head of your bed. When you press the button a light will let the nurse's station know that you need help. Please ask your nurse if you haven't been shown how to use it.



Tobacco-Free

Consistent with our commitment to good health and safety, Catskill Regional Medical Center is a Tobacco-Free facility. We do offer information on smoking cessation. Please ask any member of our staff for assistance.

Your Personal Belongings and Valuables

The only things you may need to bring to the hospital are a robe, slippers, pajamas or nightgown, eyeglasses and essential toiletries. Since the hospital is not responsible for the safekeeping of personal belongings or valuables unless they are checked in with Security, you should not bring or keep jewelry, a watch or large sums of money with you. You might want to keep only enough cash for telephone and television service, magazines, newspapers and other incidental items. If you cannot send valuables home, you can check them in with Security upon admission or through your nurse.

Telephone and Television Service

In many areas of the hospital, cell phone usage is allowed. Please check with the nursing staff to verify that there are no restrictions. Telephone and television service can be rented by the day through TVR. You can request telephone and/or television service by calling extension 2026 between 1:00 a.m. and 5:00 p.m. The rental rate for television is \$5.00 per day. The rental rate for telephone service is \$4.75 per day. Cash or personal checks payable to TVR are acceptable forms of payment. To place a local call, first dial “9” before the number you’re calling. To place a long distance call, dial 0 for the long distance operator. Long distance calls may be charged to your home phone number, placed collect or billed to a telephone credit card.

Public Telephones

For the convenience of your visitors, public telephones can be found outside the cashier’s office on the first floor of the main building, inside the entrance to the Ambulatory Services Building, in the cafeteria and in the emergency department.

Your Meals

A food service hostess/host will visit you each morning during your stay at CRMC to help you select your meals. Nutritious, low-fat menu selections are available for regular and most special diets. Kosher food is available upon request. The staff of the food service department is available to discuss your diet and nutrition and can be reached at extension 2006.

Volunteer Services

Volunteers provide valuable services at Catskill Regional Medical Center in Harris and in Callicoon. Volunteers at CRMC come from all walks of life: seniors, business people, students, seasonal residents and home makers. There are many interesting service activities available for volunteers. Hours and days are flexible. Volunteers can create their own schedules. CRMC provides complimentary meals in the hospital cafeteria for volunteers who work at least 4 hours. For more information or to become a volunteer at CRMC, please call 845.794.3300 extension 2184.



VISITOR INFORMATION

Friendly and familiar faces play an important role in the recovery of CRMC's patients. We encourage family and friends to visit but ask that you please abide by each department's visitation hours and regulations as well as the CRMC General Visitation Guidelines.

General CRMC Visitation Guidelines:

- Please limit two visitors per patient at a time.
- Please do not bring in any outside food or beverage intended for the patient without speaking to a physician or nurse.
- General visitation hours at CRMC are from 8 a.m. to 9 p.m.
Please check with each department for their visitation schedule.

Flowers, Mail and Gifts: Flowers, Mail and Gifts will be delivered Monday – Friday by our volunteers. Any mail received after your discharge will be forwarded to you.

Lost and Found: If you lose or find something, please call our Security Department at extension 2711.

If you would like to see a member of the Clergy: Members of the Community Clergy are available to visit you. For more information please call extension 2184 between the hours of 8:00 am and 4:00 pm, Monday – Friday. Information is also available at your nurses' station at other times.

If you would like something to read: Volunteer Services offers a lending library of fiction and non-fiction selections and magazines for your reading pleasure. If you would like special interest material call Volunteer Services, extension 2184 and every effort will be made to meet your needs.

If You Need a Laugh...

Laughter is good medicine. During your stay at Catskill Regional Medical Center you can take a dose to pick up your spirits and boost your morale by calling Volunteer Services, extension 2184 to schedule a VCR and movies.

If You'd Like to Listen to Music...

Music is relaxing, comforting and therapeutic. While you're at Catskill Regional Medical Center you can order a radio/tape player or cd player, free of charge, by calling Volunteer Services, extension 2184.

Email A Patient

Catskill Regional Medical Center offers an e-mail service friends and families of patients can use to send a greeting.

E-Mail Guidelines:

- Go to our website at crmcny.org and click the link to email a patient
- Please put the patient's first and last names on the subject line.
- Messages are delivered by CRMC volunteers once a day, during normal business hours, 9 a.m. – 5 p.m., Monday through Friday, excluding holidays.
- The sender should refrain from sending any confidential information.
- We will not deliver obscene, harassing or otherwise negative messages.
- In no event shall Catskill Regional Medical Center be liable to you or anyone else for any damages, fees, fines, penalties, or liabilities arising out of or relating in any way to the content contained in the e-mail message service or failure to deliver a message.
- Patients will not be able to e-mail a response. Due to our adherence to Health Insurance Portability and Accountability Act (HIPAA) regulations, we cannot confirm whether the e-mail has been delivered or whether the patient is staying at CRMC. Messages are undeliverable to discharged patients.

Dining Options and Gift Shop:

Catskill Regional Medical Center's dining options include The Garden-Level Cafeteria and the Gift Shop.

The Garden Level Cafeteria offers a variety of hot and cold breakfast, lunch and dinner choices, as well as snacks and hot and cold beverages. The Garden Level Cafeteria is open daily for breakfast from 7:30 a.m. - 10:30 a.m., lunch from 11 a.m. - 3:30 p.m. and dinner from 4 p.m. - 7 p.m.

The Gift Shop is located in the Main Lobby and offers snacks, beverages and gift options. The Gift Shop is open Monday-Friday from 9 a.m. to 9 p.m. and from Noon to 5 p.m. on weekends and holidays. The Gift Shop can be reached at 845.794.3300, extension 2137.

CRMC asks that you check with each patient's doctor or nurse before providing them with food or beverages from The Garden-Level Cafeteria, Gift Shop, home or any other outside source.



WHEN YOU ARE RELEASED FROM CRMC...

Discharge Planning

During your stay at Catskill Regional Medical Center a multidisciplinary team of hospital healthcare providers, including your nursing staff, will prepare a plan for your care after you leave the hospital. Your discharge plan of care will be based on your individual needs and may include instruction on diet, medication, hygiene and activities. Guidelines for your home care and medical follow-up prepared by your physician and your nursing staff will be given to you when you are discharged from the hospital.

CRMC's Case Management Department will help formulate your discharge plan. If you need special services or equipment when you are discharged, or if you need to transfer to an aftercare facility, such as a rehabilitation center or nursing home, these arrangements will be facilitated by your case manager. The department can also assist you and your family with social or economic problems arising from your hospitalization. You or your family may contact the Case Management Department at 845-794-3300, extension 2130.

Going Home

You should plan to leave your room by 11:00 a.m. once your physician has ordered your discharge. Rooms must be ready for incoming patients. You should review instructions for diet, medication and home care with your nurse before you leave the hospital. You should also be sure to pick up any personal belongings and valuables you checked into with security when you were admitted to the hospital.

If a family member or friend is taking you home, he/she should visit the cashier's office on the first floor near the information desk. The cashier will be able to verify the benefits of your insurance coverage have been included in any billing. You may receive a bill later on if all charges for hospital services haven't been paid by your insurance company or other coverage.

If You Need Your Medical Records...

Your medical records are confidential, but you may arrange access to your own medical records by contacting the Health Information Management Department at 845-794-3300, extension 2180 or 2176. You may also secure copies of your medical records for a nominal charge for follow-up care or treatment. A signed authorization is required before copies can be released. The Health Information Management Department is located at the Seelig Division of Catskill Regional Medical Center in Harris. The department is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

ADVANCE DIRECTIVES

What kind of medical care would you want if you were too ill or hurt to express your wishes? Advance Directives are legal documents that allow you to convey your decisions about end-of-life care ahead of time. They provide a way for you to communicate your wishes to family, friends and health care professionals, and to avoid confusion later on.



HEALTH CARE PROXY

The New York Health Care Proxy Law allows you to appoint someone you trust - for example, a family member or close friend - to make health care decisions for you if you lose the ability to make decisions yourself. By appointing a health care agent, you can make sure that health care providers follow your wishes. Your agent can also decide how your wishes apply as your medical condition changes. Hospitals, doctors and other health care providers must follow your agent's decisions as if they were your own. You may give the person you select as your health care agent as little or as much authority as you want. You may allow your agent to make all health care decisions or only certain ones. You may also give your agent instructions that he or she has to follow. This form can also be used to document your wishes or instructions with regard to organ and/or tissue donation. If you have any questions or concerns, please let your nurse know or you may contact the Case Management Department at 845.794.3300, extension 2130.

HEALTH INFORMATION LIBRARY 845.794.3300, EXTENSION 2187

- We can help you find answers to your health questions.
- Where? Health Information Library, 1st floor, Main Building, Harris.
- When? Monday – Thursday, 10:00 a.m. to 5:00 p.m.
- How? Stop in or call ext. 2187 for assistance.
- What? Consumer friendly books, some materials in Spanish, two computer work stations with internet access. Assistance of a trained medical librarian. Packet of selected materials on a health subject of your choice mailed to you FREE.
- Comfortable, relaxing reading room

QUESTIONS?

Contact Library Manager Maryallison Farley, MSIS, at 845.794.3300, extension 2187 or e-mail library@crmcny.org.

FINANCIAL AND INSURANCE INFORMATION

For Patient Billing Inquiries Contact Patient Financial Services 845.794.3300 extension 2591

A hospital stay for many patients and their families can be overwhelming simply because of the amount of paperwork - forms to be filled out, information presented and financial or insurance applications. We hope the information provided here can help you feel more comfortable with what Catskill Regional Medical Center offers in assistance and insurances we accept.

Catskill Regional Medical Center will provide healthcare services regardless of your ability to pay in emergency situations. In non-emergent instances, we will work with patients so that health care can be accessed at the most appropriate level so that your needs are met without finances being an issue. We will assist you in obtaining certain financial assistance or direct you to where you can receive services. Our registration process is very comprehensive and includes verifying all demographics, as well as your insurance eligibility. This practice reduces the risk of incorrect information and, at times increases the amount of time for registration. Please understand that the purpose of a thorough review is to assure the best health care is provided to you and your family and with the least amount of financial exposure.

Catskill Regional Medical Center does not know the details of every insurance provider or managed care organization. It is the patient's responsibility to confirm with their own coverage as to where they may go and what is included. The patient is responsible to provide current and accurate information. Failure to do so may result in your insurance company reducing your benefits or penalties.

Financial Assistance Program

Patient Access, 845.794.3300, extension 2418 or 2241

The purpose of this program is to provide a lower cost for people who have no other insurance. An application can be obtained at our Patient Access Department and at all hospital providers. Also, please refer to the current charity care levels from the State of New York on the next page.

Medicaid

Medicaid is a program that is run by the State of New York and funded by both the State and the federal Government. Medicaid is for patients who do not have other health insurance. Eligibility is determined by your local Department of Social Services office and is dependent upon family size, earnings and other criteria. Medicaid is very comprehensive and covers nearly all aspects of healthcare. Some services do require a co-payment. We do have assistance for inpatient services provided by a representative in our Patient Access Department (Admissions/Registration). It is best to obtain and coordinate all the benefits you are entitled to from your local office of Department of Social Services.

Maternal/Infant Services

Maternal Infant Services does work with Catskill Regional Medical Center to help coordinate benefits and services. Forms are available at our Patient Access Department and are regularly collected to assure all patients who qualify to attain services. The WIC (Women's, Infants and Children) Program is also coordinated with CRMC.



Medicare

Medicare is available for adults who are 65 or older, permanently disabled and receiving Social Security and certain other debilitating conditions. Medicare is a federally administered program and must be obtained through Social Security. Medicare Part A provides inpatient hospital benefits. Medicare Part B allows recipients to obtain other hospital services including but not limited to: emergency services, outpatient surgery, diagnostic testing in an outpatient setting and physician services. Please refer to your Medicare card for your provided benefits and co-payment requirements.

Health Insurance

Every insurance company and managed care organization has different rules for their policyholders. Coverage differs for each company and even different policies levels within the same company. It is very important that each policy holder understands their plan and benefits. Plans vary in many different ways, including inpatient hospital benefits,

allowable surgical procedures, required co-payments and deductibles, physician participation, pharmacy benefits, etc. Typically, contact information can be found to secure this kind of information on the back of your insurance card or the company's website. If you obtain your insurance through your employer, your human resources department can most likely assist and direct you.

Language Assistance

845.794.3300 Extension 2717

Free sign language and oral interpreters, TTYs/TDDs Other services are available to deaf or hard-of-hearing persons. If you are deaf or hard-of-hearing, please let us know.

We provide many free services including:

- Sign language interpreters
- Oral interpreters
- Telephone amplifiers
- Note takers
- Written materials
- Other services

We provide these free services to your family or to other people who may be deaf or hard-of-hearing, while they are with you. CRMC affords any deaf or hearing impaired patient and their loved ones the Patient Book of Rights, the DNR and Health Care Proxy information in American Sign Language free of charge.

CRMC also provides free language translation to anyone opting to use a language other than English. This service includes 150 different languages.

Talking books are also available upon request.

Ask us for help or contact: Kelly Ketcham, RN, CPHQ
Language Assistance Coordinator
504 Controller
PO Box 800
68 Harris-Bushville Road
Harris, NY 12742-0800
Phone: 845.794.3300, extension 2717

PATIENT INFORMATION

The Catskill Regional Medical Center Staff is committed to providing outstanding health care.

Ethical Challenges

As the practice of medicine and medical technology advances to greater heights, healthcare providers and community members are sometimes faced with ethical dilemmas.

Instead of asking, "What can be done?" people now often ask, "What should be done?" Questions like these might come up during a loved one's terminal illness, or when a patient is considering their options regarding a major medical procedure, or when someone is deciding how to fill out a Living Will.

In most cases, there is no simple right or wrong answer, and these situations cannot be addressed with a "cookie cutter" approach. People who work in the arenas of conflict mediation and/or facilitating no doubt know the importance of structure, skill and experience in dealing with complex issues such as these.

The CRMC Ethics Committee is not a decision-making body. Instead, it serves to build consensus between the parties concerned with an ethical matter so that all parties can make a decision that is acceptable for them.

Ethics Consultation Service

Catskill Regional Medical Center offers a free Ethics Consultation Service to assist patients, families, and staff members in making difficult decisions. By providing this service, CRMC strives to resolve the ethical dilemmas that modern medicine can present and maintain the highest patient care standards.

Our Staff

The consultants explore the values and concerns of the patient and family to help identify and address the diverse issues that can develop. They draw from the expertise of physicians, nurses, case managers, pastoral care representatives, hospital administration and legal counsel.

When is an Ethics Consultation Needed?

An ethics consultation should be requested when ethical or moral questions arise for:

- A patient
- A patient's family (or surrogate)
- A care provider

What to Expect from an Ethics Consultation

After a request is submitted, 3 members of the Ethics Committee will assemble within 48 hours (time sensitive situations will receive immediate attention). The Ethics Committee evaluates the current situation, reviews the patient's social and medical history, and interviews all the parties involved. Options are then provided for consideration, working towards a mutually acceptable resolution.

For more information, please contact Debbie Hanratty at 845.794.3300, extension 2108.



PATIENTS' BILL OF RIGHTS

1. As a patient in a hospital in New York State, you have the right, consistent with law, to:
2. Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
3. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
4. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
5. Receive emergency care if you need it.
6. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
7. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
8. A no smoking room.
9. Receive complete information about your diagnosis, treatment and prognosis.
10. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
11. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Do Not Resuscitate Orders — A Guide for Patients and Families."
12. Refuse treatment and be told what effect this may have on your health.
13. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
14. Privacy while in the hospital and confidentiality of all information and records regarding your care.

15. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
16. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
17. Receive an itemized bill and explanation of all charges.
18. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
19. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
20. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.

PATIENT RESPONSIBILITIES:

Your successful medical care requires an ongoing partnership between you and your healthcare providers. All parties must take an active role. Your providers have the responsibility to provide health care services to the best of their abilities. Patients have responsibilities too.

You, the Patient, Have the Responsibility...

- To provide a complete medical history including past illnesses, hospitalizations, family history of illnesses, allergies, medications, including herbals and over-the-counter medications and any matters related to your present state of health.
- To communicate openly with your health care team including your physicians and nurses, to express your concerns clearly and participate in decisions about your diagnostic and treatment options and recommendations.

- To report whether or not you understand your health status and treatment options, ask questions, request information and comply with the agreed upon treatment protocol.
- To help your health care team develop a pain management plan, including discussion of available options for your pain relief, asking what you should expect, help in the measurement of your pain, and tell when your pain first begins and if it does not subside.
- For your actions if you refuse treatment or do not follow your provider's instructions.
- To refrain from taking any medications, drugs, or alcoholic beverages unless ordered by your physician. Smoking is prohibited in the facility.
- To report promptly to your providers and nurses any unexpected problems or changes in your medical condition.
- Discuss end-of-life decisions with your physicians and make your wishes known; possibly writing an advance directive.
- You may provide for a duly authorized family member or friend to make medical decisions on your behalf in the event you become unable to communicate.
- To discuss organ donation with your physicians and, if donation is desired, make applicable provisions.
- To meet your financial obligations with regard to your medical care or to discuss financial hardships with your physicians.
- To be committed to health maintenance through health-enhancing behavior. Illness can often be prevented by a healthy lifestyle, and you should take personal responsibility when you are able to avert the development of disease.
- To respect the rights of fellow patients, and hospital personnel, follow rules and regulations affecting patient care and treatment. This includes the responsibility of respecting the privacy of other patients and treating information concerning them as confidential.
- To understand the effects of your conduct on others and refrain from behavior that unreasonably places the health of others at risk. You should inquire as to the means and likelihood of infectious disease transmission and act upon that information which can best prevent further transmission.
- To respect the property of CRMC, fellow patients and other facility staff, to assist in noise control and number of visitors.

- To report on time for scheduled procedures and to keep all healthcare appointments. If you are unable to do so for any reason, notify your provider to cancel and reschedule the appointment.
- To not initiate or participate in fraudulent health care and to report illegal or unethical behavior by physicians and other providers to the appropriate medical societies, licensing boards, or law enforcement authorities.

PARENTS OF PEDIATRIC PATIENTS HAVE THE RIGHTS AND RESPONSIBILITY...

We encourage someone to stay with your child (there may be some restrictions due to the size of the room and space needed to care for your child). However you will always be able to have one parent or designee stay with your child. Your involvement in your child's care is very important to your child's comfort and security. If you can't be here, try to have a family and/or friends spend time with your child. While your child is hospitalized, we encourage you to participate with meal planning so that your child is given food to meet his wants and needs. Please know that we will encourage you to take an active part in discharge and follow up care. It is important for your child's safety that the crib rails remain elevated at all times. If you are with your child and are leaving, you **MUST** inform the nursing staff prior to leaving the unit. We encourage parents to make sure that they have a rest period and time to themselves.

Please know that:

- Children at different developmental levels react differently to hospitalization. Knowing the behaviors that are typical for your child at various ages makes it easier for you to address them. It's important for you to know how the stresses of illness and hospitalization affect your child's feelings and behaviors.
- It is important to be honest with children, especially if something is going to hurt.
- **Children 3 years of age and younger** generally cannot understand their illness, the new change in their familiar environment and are more concerned with being away from their

family and home. Toddlers may have difficulty coping with these changes in their routines, especially related to eating, sleeping and toileting. You can help your child by being with them in the hospital. If you can't be here, try to have family or friends spend time with your child.

- **Children 3 – 6 years of age** usually view the hospital and procedures as punishment. Reassure your child that he/she hasn't done anything wrong. They can also fear a loss of control and fear of the unknown. It will be reassuring to your child to give simple, honest, and developmentally appropriate explanations. Bring a favorite toy; we encourage you to bring blankets or clothes from home which may also be comforting. If your child has a 'security' blanket or 'lovey' that will serve to calm them as well please bring it along. Please label or mark personal items so staff can assist retrieving if an item is misplaced. Encourage walking around or playing outside his/her room.
- **Children 7 – 12 years old** are often worried about painful procedures and may also believe that hospitalization and procedures are punishment. This age group fears a loss of control and independence. It is very important to provide information to this age group. Whenever possible, ask staff to inform your child in advance of what is going to happen (procedures, changes in environment, etc.) Giving your child choices when able is important to regain some control.
- **Adolescents age 12 and up** are very concerned about loss of control, fear separation from their friends, and may be very self-conscious. It is important to respect their privacy whenever possible. Encourage adolescent to ask questions and include him/her in discussions and decision making. Support interactions with friends via phone, email and visits.
- **Parents and caregivers** will find this a stressful time not only for the child, but also the family. It is important for parents and caregivers to make sure to meet their own needs. Switching off time with the child, taking a break from the room or unit, and communicating stresses or frustrations with your child's team of healthcare providers will assist you in best supporting your child.

HEALTHCARE PROVIDERS WILL...

- Have written policies on patient rights.
- Inform the patient of his or her rights.
- Treat the patient in a dignified and respectful manner.
- Respect the patient's right to, and need for, effective communication.
- Respect the patient's cultural and personal values, beliefs, and preferences.
- Accommodate the patient's right to religious and other spiritual services.
- Respect the patient's right to privacy.
- Allow the patient access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.
- Respect the patient's right to pain management.
- Provide information about pain and pain relief measures at the time of initial evaluation.
- Ask patients on initial evaluation and as part of regular assessments about the presence, quality, and intensity of pain.
- Review and modify the plan of care for patients who have unrelieved pain.
- Use the patient's self report as the primary indicator of pain.
- Be concerned, compassionate and believe all reports of pain.

SUPPORT GROUPS AT CRMC

Overeaters Anonymous

Overeaters Anonymous meets every Sunday at 10:30 a.m. in the Diabetes Ed Conference Room at CRMC in Harris. For more information, please contact Greg Modell at 845.693.4170.

Children's Bereavement Support Group

Children's Bereavement Support Group meets every Wednesday from 6:30 to 7:30 p.m. at CRMC's Adult Day Care in Harris. For more information, please contact Sharon Schroeder at 845.856.9723, extension 5097.

Alzheimer's Group

The Alzheimer's Group meets the first Monday of every month at 7 p.m. at CRMC's Adult Day Care in Harris. For more information, please contact Janet Troia at 845.342.2247.

Cancer Support Group

The Cancer Support Group meets at various dates and times on a monthly basis in the Boardroom at CRMC in Harris. For more information, please contact the Oncology Nursing Department at 845.794.3300, extension 2831.

Cardiac Support Group

The Cardiac Support Group meets on the second and fourth Monday of every month at Noon in the Boardroom at CRMC in Harris. For more information, please contact Patricia Doty at 845.794.3300, extension 2755.

Breast Cancer

The Breast Cancer Support Group meets on the second Monday of every month from 6- 7 p.m. at CRMC's Adult Day Care in Harris. For more information, please contact Gail Zwiebel at 845.339.4673.

Bereavement Support Group

The Bereavement Support Group meets on the second Tuesday of every month at 7 p.m. at CRMC's Adult Day Care in Harris. For more information, please contact Martha Johnston at 845.561.6143, extension 201.

Fibromyalgia, Chronic Fatigue Syndrome Myofascial Pain

The Fibromyalgia, Chronic Fatigue Syndrome Myofascial Pain Support Group meets on the first Tuesday of every month at 6 p.m. at CRMC's Adult Day Care in Harris. For more information, contact Cheryl White at 845.794.4228, extension 14.

Parkinson's

The Parkinson's Support Group meets on the fourth Tuesday of every month (April-November) at 1 p.m. in the second floor Boardroom A. For more information, please contact Murray Korn at 845.292.0117.

Diabetes Discussion Group

The Diabetes Discussion Group meets at various dates and times throughout each month at CRMC in Harris. For more information, please contact the Diabetes Education Staff at 845.794.3300, extension 2106.

Better Breathers

Better Breathers meets on the second Thursday of each month (April-November) at 3 p.m. in the Boardroom at CRMC in Harris. For more information, please contact Nadine Gallagher at 845.794.3300, extension 2142.

Brain Injury Support Group

The Brain Injury Support Group meets the second Wednesday of every month at 6 p.m. in Boardroom A at CRMC in Harris. For more information, please contact Dawn Marie Ambrosino at 845.457.5489.

For more information on these health topics, or any others, visit the CRMC Health Information Library. Open to the public, patients and family members Monday through Thursday 10 a.m. to 5 p.m. Contact Library Manager Maryallison Farley at 845.794.3300, extension 2187.



CATSKILL REGIONAL MEDICAL CENTER FOUNDATION

Gifts for Life

For families, friends, neighbors, associates, and people you will never know.

**THE CATSKILL REGIONAL MEDICAL CENTER FOUNDATION, INC.
P.O. BOX 280
68 HARRIS - BUSHVILLE ROAD
HARRIS, NY 12742
845.794.3300, EXTENSION 2173**

*"Giving expresses virtues of the heart and wisdom of the mind."
~anonymous*

The Catskill Regional Medical Center Foundation, Inc.

The Catskill Regional Medical Center Foundation, Inc. is a voluntary, not-for-profit organization whose purpose is to render assistance to and raise funds for CRMC; to underwrite the costs of equipment for lifesaving, diagnosis, therapy, care and cure; to help support the delivery of health care to the needy, ill and infirm; to help support health screenings for health maintenance and disease prevention; and to help support community health care services.

The Catskill Regional Medical Center Foundation, Inc. is governed by a Board of Trustees, volunteers who contribute their time and talents to further the purposes of the organization. If you have an interest in serving on the Foundation Board please call 845.794.3300, extension 2173.

You do something great when you give for life.

Memorial and Tribute Gifts

There is no more fitting way to honor someone than by a gift to life in his or her name. The Foundation sends an appropriate card to the individual or family (without mention of the amount) and acknowledges your contribution. Gifts are recorded on the Century Club Roster.

The Catskill Regional Medical Center Century Club

The CRMC Century Club conducts an annual campaign for donor members. Gifts are recognized in the following categories: Life Member: \$10,000; Guardian Member: \$5,000; Benefactor Member: \$2,000; Patron Member: \$1,000; Leader Member: \$500; Booster Member: \$300; Sustaining Member: \$200; Century Club Plus: \$150; Member: \$100; Friend, under \$100.

The Endowment for Excellence

The Endowment for Excellence is a permanent fund established to provide income in perpetuity to underwrite the equipment needs of the hospital, to maintain state-of-the-art technology, and to attract and retain needed medical specialists.

Gifts to endowment may be made on a one-time basis or by pledge over a three to five year term. Gifts to the Endowment for Excellence may also be made by bequest. Gifts to the fund may be made in securities or other assets.

Bequests

A bequest to the Catskill Regional Medical Center Foundation, Inc. will perpetuate the name of the donor in good works undertaken in his or her name. Bequests may be made for general or for specific services or projects. For special suggestions or to discuss areas of interest for specific bequest restrictions, donors or their attorneys should call the Foundation Office at 845.794.3300, extension 2173.

Gifts of Insurance

You may contribute paid up insurance policies you no longer need to protect your family or you may name the hospital as owner of a new policy and make annual tax deductible contributions to cover the premium.

Tax Advantaged Gifts

All gifts to the Catskill Regional Medical Center Foundation, Inc. are tax deductible to the extent prescribed by law. Your attorney, accountant or financial planner can discuss the special tax benefits of donation appreciated securities, real estate, art, and other assets to the Catskill



Regional Medical Center Foundation, Inc. Your advisors can also discuss the tax benefits of charitable trusts.

CRMC Auxiliary

The CRMC Auxiliary performs several fundraising events throughout the year in an effort to improve patient care and services. Currently, the CRMC Auxiliary has set a fundraising goal to assist the hospital in purchasing new equipment for the Telemetry Unit.

The CRMC Auxiliary fundraising events include the very popular Antique Show at Monticello High School each August, and an honorary journal.

In total, the Auxiliary has contributed \$1.5 million to Catskill Regional Medical Center since its inception. In the past, the Auxiliary has been partially responsible for the purchase of the CRMC Health Mobile - the hospital's on-the-go diagnostic center, a 3-D electro-cardiograph, an ultrasound machine and several other medical machines currently being used at CRMC's Women's Health Center.

To join the CRMC Auxiliary, please call 845.794.3300 extension 2186

Catskill Regional Medical Center
Seelig Division, Harris
Phone Directory
Main number: 845-794-3300

Extensions:

General Information	0
Admission	2238
Books for Patients	2184
Chaplain/Pastoral Care	2184
Food Services/Hospital Dietitian	2006
Patient Financial Information	2591
Gift Shop	2137
Housekeeping	2012
Information Desk/Main Lobby	2134
Medical Library	2187
Health Information Management Department	2180 or 2176
Operator	0
Patient Advocates	2185
Patient Information	0
Pharmacy	2019
VCR and Tapes	2184
Skilled Nursing Unit	2600
Case Management	2130
Support Groups	2184
Telephone Rental and Service	2026
Volunteers	2184

GROVER M. HERMANN DIVISION

The CRMC Grover M. Hermann Hospital provides the following clinical patient care services:

- 24-hour on-site staffed Emergency Room coverage with prompt patient examination and treatment
- Medical In-Patient Hospitalization services
- Swing Bed Short-Term Nursing Home patient services
- Outpatient Rehabilitation and Physical Therapy services
- Outpatient Radiology Services
- Outpatient Laboratory Services
- EKG testing

The Grover M. Hermann Radiology Department has significantly expanded on-site outpatient radiology services. Radiology technicians are on-site Monday through Saturday, 8:30 a.m. - 8:30 p.m. The expansion of evening hours is designed specifically to accommodate patients with daytime jobs.

For any your needs while a patient at our Grover Hermann division, please coordinate with your nursing staff at x 2030.

**Catskill Regional Medical Center,
Grover M. Hermann Division, Callicoon
Phone Directory
Main number: 845.887.5530**

Extensions:

General Information	0
Admissions	2024
Food Services/Hospital Dietitian.	2045
Information Desk/Main Lobby.	0
Health Information	845-794-3300, extension 2180 or 2176
Operator	0
Patient Advocates	845-794-3300, extension 2185
Patient Information	0
Case Management	845-794-3300, extension 2130
Support Groups.	845-794-3300, extension 2184

