

Patient Guide and Welcome



Cornwall Campus
19 Laurel Avenue
Cornwall, NY 12518

Newburgh Campus
70 Dubois Street
Newburgh, NY 12550

St. LUKE'S CORNWALL
HOSPITAL
*Clinical Affiliate of
The Mount Sinai Hospital*

Welcome to St. Luke's Cornwall Hospital!

Thank you for choosing St. Luke's Cornwall Hospital, an affiliate of The Mount Sinai Hospital. We've been dedicated to serving the needs of our community for more than 130 years and remain committed to providing compassionate, quality care in a healing environment. So that we may best meet your needs, please take the time to review this Patient Guide. It contains information to acquaint you with our hospital.




Each day our staff strives for excellence and remains dedicated to providing outstanding service. If you have questions or require additional information after reviewing this guide, please ask a member of the SLCH team for assistance.

We're proud of the exciting initiatives under way at SLCH to enhance health care in our region. We've renovated patient areas and are upgrading technology for advanced diagnostics and treatment, and continuing to attract top-notch physicians from the nation's leading health care and educational institutions. We were the first hospital between Westchester and Albany to offer cutting-edge robotic surgery for prostate cancer and hysterectomies, and have opened a Pediatric Unit and Center for Joint Replacement at the Newburgh campus. We've earned top rankings for heart failure care and are among the one in four hospitals nationwide performing emergency angioplasty.

At the Cornwall campus, we celebrated the opening of Cornwall Radiation Oncology Services, which, for the first time, brings advanced TomoTherapy cancer treatment technology to Orange County. The new radiation oncology center is located in the new, \$23 million Littman Cancer Center.

Thank you for entrusting your care to us. It is our goal to exceed your expectations in every way.

Sincerely,


Allan E. Atzrott
President and CEO



History

St. Luke's Cornwall Hospital is a not-for-profit hospital dedicated to serving the health care needs of the Mid-Hudson region. In January 2002, St. Luke's Hospital and The Cornwall Hospital merged to create an integrated health care delivery system, providing quality comprehensive health care services. The organization is accredited by the Joint Commission (JC).

Vision, Mission, and Principles

Vision

St. Luke's Cornwall Hospital strives to be the health care provider of choice in the mid-Hudson region.

Mission

St. Luke's Cornwall Hospital is committed to providing for the diverse health care needs of the community we serve. We aspire to excellence in the delivery of compassionate and comprehensive health care services. To achieve this goal, we partner with our care-giving team, strive for customer satisfaction and seek continuous improvement for our patients, physicians and employees. We want our culture to be innovative, responsive, ethical and quality-focused.

Principles and Values

- Commit to excellence
- Measure to ensure quality
- Build a culture on service excellence and performance
- Focus on physician, community, and employee satisfaction
- Build individual and organizational accountability
- Communicate at all levels
- Create and develop leaders through training and clear expectations
- Recognize and reward success and performance

Approved by SLCH Board of Trustees, May 28, 2008

Stellar Service is our Standard

St. Luke's Cornwall Hospital employees work diligently to deliver exceptional customer service. Our customer-focused strategy is reflected by every employee you meet, face-to-face or on the telephone. We are committed to making excellence our everyday service standard — providing timely and orderly service, making customers feel comfortable and important, and improving communication with patients and staff. Contact our CEO Hotline at 458-4599 with any questions or concerns about our delivery of stellar service.

If you are impressed with the care given by a particular SLCH employee, you may wish to show your appreciation by nominating an employee for Star of the Month (ask a staff member for a nomination form), or making a donation to SLCH in honor of a special employee or team that has had a positive impact on your experience at SLCH. For information about making a charitable gift in someone's name, please call the SLCH Foundation at 568-2580.

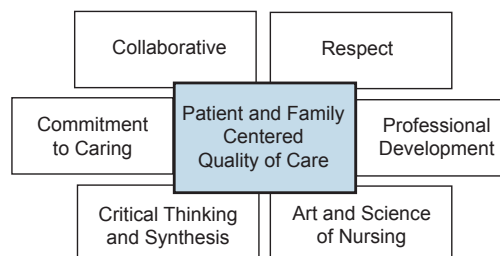
Your Perception Matters

At SLCH our goal is to provide quality health care to our patients. We want to know what you think we're doing right, and where improvement may be needed.

SLCH participates in a national initiative sponsored by the United States Department of Health and Human Services that allows us to measure your perception of the service in our hospital. Within a few weeks after you are discharged, you may receive a Patient Perception Survey to complete. By participating in this survey, you will be providing important feedback to us on your most recent visit. Your recommendations are appreciated and will allow us to take a look at our care and services from your perspective.

Professional Model of Care

The SLCH professional model of care is our guide in meeting the expectations and needs of our patients and their families. As the center of our model of care, you can **always** expect a respectful and caring environment where quality care is provided. Care is planned in a collaborative manner with an interdisciplinary team. Patient care needs are assessed on admission and at regular intervals.



Visiting Hours

General Visiting Hours: 7:30 a.m. - 9 p.m.

Your family and friends are welcome to visit you in the hospital. A familiar face can be of great comfort during your recovery, but remember you will need plenty of rest. For your well-being, visitors are asked to please observe the following guidelines:

- Children under the age of 12 are discouraged, but not prohibited, from visiting patients; however, we reserve the right to adjust the age requirement based on influenza and other pandemics and recommendations from the Department of Health. If you are uncertain, please check with the patient's physician or nurse, call the hospital and check for signage.
- Each visitor must obtain a pass at the Information Desk in the Main Lobby.
- Passes must be visible at all times during the visit.
- Patients are encouraged to have no more than two visitors at one time.
- Some patients may be allowed 24-hour visitation with prior approval by the physician and the nursing supervisor/clinical nurse manager.
- Food should not be brought to patients without permission from the patient's physician or nurse.

Labor and Delivery (Newburgh campus):

- Laboring patients are limited to two visitors, including the birthing partner.
- Birthing partners who wish to stay overnight must be in the unit by 10 p.m.
- After delivery, patients may have up to three visitors including the birthing partner and siblings of the newborn.
- After 9 p.m., only the designated support person will be allowed to stay.

Pediatrics (Newburgh campus):

- One parent may stay 24 hours a day.
- The parent must be in the unit by 10 p.m., if staying overnight.
- Pediatric patients are not permitted to sleep on the cot provided for parent's use.



Elaine Kaplan Neonatal Intensive Care Unit

(Newburgh campus):

- Parents may stay 24 hours.
- Grandparents may visit if accompanied by a parent (two visitors at a time).
- There is no open visitation.

Pre- and Post-Operative Patients:

Open visitation 24 hours before and after surgery.

Visitor Conveniences

Parking

Cornwall:

Visitors to our Cornwall campus may park in the areas indicated in the upper and lower parking lots.

Newburgh:

Valet

Available Weekdays from 6 a.m. - 9 p.m., Weekends and Holidays 8 a.m. - 4 p.m. at the main entrance of the Newburgh campus for \$5 per day. Visitors may come and go as often as necessary for this flat rate.

Garage

Safe, secure, and convenient, the parking garage on Dubois Street in Newburgh is connected to the hospital by an enclosed skyway. Rates are \$2 for the first hour and \$1 for each additional hour, with a maximum of \$5 per day.



Dining

Hudson View Café at Newburgh campus:

Weekdays: 6:30 a.m. – 6:30 p.m.

Weekends & Holidays: 6:30 a.m. - 10:30 a.m.; 11:00 a.m. - 6:30 p.m.

WiFi wireless Internet service available in café.



Vending Machines

Cornwall campus:

Vending machines are located in the waiting areas in the Emergency Department and the Cafeteria.

Newburgh campus:

Vending machines are located in the patient elevator areas on the fourth and seventh floors, and the Emergency Department waiting area.

ATM Machines

Cornwall campus:

An ATM is located in the outpatient registration area on the lower level.

Newburgh campus:

ATMs are located in the Main Lobby and the Emergency Department waiting area.

Hospital Admitting and Billing

Your Admission

Your physician, a member of our medical staff, has requested your admission to St. Luke's Cornwall Hospital. A member of our staff will process your admission, and you will be asked to provide personal and insurance information necessary for medical records. To expedite the admission process, whenever possible, please bring all insurance information, such as ID cards and authorization numbers and any co-payments or deductibles if applicable.

Notice of Privacy

A Notice of Privacy Practice is provided to you as a requirement of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This notice describes how protected health information about you may be used and disclosed, and how you may obtain access to this information. If you have any questions concerning the Compliance Program at SLCH, please call our Compliance Helpline at 568-2010, ext. 3505.

Financial Arrangements

SLCH is prepared to bill your insurance carrier for services provided. Most insurance companies require pre-authorization before services can be rendered. We encourage you to review the terms of your coverage prior to entering the hospital to eliminate possible penalties.

Depending on your coverage, you will be expected to pay insurance co-pays, deductibles, and other non-covered services, such as the optional birthing suite, at the time of admission.

You may receive billing from sources other than the hospital, for services rendered by Mid-Hudson Anesthesiology, P.C. (452-4850), Pathology Services of Orange County (565-5446), West Hudson Imaging Associates/Medicom Management (565-9400 or 800-571-7440) or Emergency Departments, in addition to your physician. They will bill you and your insurance provider separately.

If you have any questions about your hospital bill or financial obligation during your stay, please call ext. 2542. For questions about your account after you are discharged, please call Patient Accounts at 458-4925.

Payment Information

SLCH will honor assignments of insurance benefits for 45 days from the date of billing to the insurance company. If, at the end of 45 days, the insurance company has not settled the account, SLCH will look to the patient for the final settlement of the account.

If you have inadequate health insurance coverage or no insurance coverage, you will be requested to make appropriate deposits at the time of admission and set up a payment plan for any remaining balance.

Payment may be made with cash, VISA, MasterCard, American Express, personal check or money order. Payments made after the date on the statement will appear on next month's statement.

If you are unable to pay the full amount, SLCH offers payment options that may help. You may call the Credit and Collection office at 458-4900. We will work with each patient to meet his or her financial responsibilities. Past due accounts will be forwarded to an agency to continue collection efforts.

Financial Assistance

As a not-for-profit hospital, SLCH is dedicated to the mission of providing quality health care to the people of our community. In emergency situations, every patient is treated, regardless of the ability to pay. “Care first” is at the core of our philosophy. In nonemergency situations, we are committed to working with patients so that quality care comes before finances.

For patients without health insurance or those who may not be able to pay in full for their health care, we offer a financial assistance program. SLCH provides financial assistance to patients based on their income and needs. We also assist patients in obtaining health insurance if they qualify and can work with patients to arrange a manageable payment plan. SLCH staff is available to give you the help and support you need to make your hospital experience a pleasant one.

Since federal and state laws require all hospitals to seek full payment on patient accounts, it is important that you contact us if you cannot pay your hospital bill. Clear communication is important to this process; if we are not notified of a financial issue, your unpaid bills may be turned over to a collection agency, which could affect your credit rating. For more information, please contact our Credit and Collection office at 458-4900. You can be assured that your account will be handled with confidentiality and courtesy by our staff of professionals.

Concerns About Your Hospital Care

If you have a concern, problem, or complaint related to any aspect of care during your hospital stay, speak to your doctor, nurse, hospital staff member and/or the Patient Relations Department. If the hospital is unable to resolve the problem, you may contact the New York State Department of Health.

You may call the toll-free number at (800) 804-5447 or you may file a complaint in writing and send it to: **New York State Department of Health, Centralized Hospital Intake Program, 433 River Street, 6th Floor, Troy, NY 12180.** Questions or comments: hospinfo@health.state.ny.us

Additionally, St. Luke’s Cornwall Hospital is accredited by the Joint Commission (JC). Should you have a concern about patient care or safety at SLCH, please contact a member of our management team in order to discuss your concern. If it cannot be resolved by the hospital staff or management team, you may call the **Joint Commission’s Office of Quality Monitoring** at (800) 994-6610, or e-mail complaint@jointcommission.org.

Patient Information

Smoke-Free Policy

Consistent with our commitment to good health, smoking is prohibited in the hospital and on all hospital grounds.

Security and Safety

Your security and safety are important to us. We maintain a well-trained, well-equipped, Security and Safety Force that is on duty 24 hours a day. We strive to ensure a well-protected environment while being sensitive to your privacy. Though we maintain a safe environment, please do not hesitate to call Security

should you need a personal escort to your car. You may direct any questions regarding security, safety, lost and found, and parking to our Newburgh (568-2888) or Cornwall (458-4626) Security Command Center.

- Patients and visitors are permitted to use cell phones in the hospital, except in the Emergency Department, ICU, Telemetry and other patient areas where monitoring equipment is in use. You may notice that some of our health care professionals communicate via special, hospital-issued mobile phones. These are intended to expedite and facilitate patient care and reduce overhead paging, which can interfere with your rest.
- Our staff must check personal electrical items, such as radios, CD players, shavers, and hair dryers, before they are used in the hospital. Your nurse will make sure that all such items are inspected and approved by the Bio-Medical Engineering Department. This policy is in accordance with New York state law, and the regulations of the Joint Commission.
- Your hospital bed is designed for your comfort and safety. Please notify your nurse if you need assistance with its positioning, side rails, or getting in and out of bed.

Accommodations

Every effort will be made to provide the type of accommodation you request. At times, however, this may not be possible. During your stay it may become necessary to move you to a new room. We apologize for any inconvenience this may cause, and thank you in advance for your understanding.

Fire Drills

Fire drills are conducted regularly at St. Luke's Cornwall Hospital to provide staff with the opportunity to maintain a high degree of preparedness. Patients and visitors do not routinely participate in fire drills. During a drill, alarm bells sound and fire doors are closed. During night drills, overhead lights are activated. Please remain calm during a fire drill and stay in your room unless you are requested to do otherwise.

Interpreter Service

Foreign Language Interpreting

To assist our patients who speak a foreign language, SLCH offers an interpreter service free of charge. We use an over-the-phone interpreter service that can be accessed by hospital staff via any telephone, including the patient's bedside phone, at no charge. This service is available 24 hours a day, 7 days a week. For general, non-medical interpreting only, we may use hospital personnel, who speak a second language to assist you. Contact Patient Relations at ext. 2300 with any concerns.

Sign Language

Sign Language is available through professional sign language vendors at no charge to the patient. Hearing amplified telephones and TDD/TTY are available. Please contact Patient Relations at ext. 2300, or the Nursing Supervisor, by dialing "0" for the hospital operator.

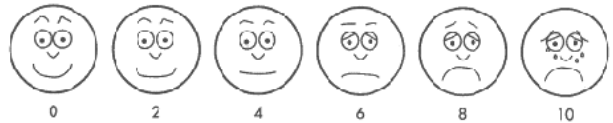


Medications and Food from Home

Medications and food brought from home should not be used without your physician's permission because they may not be compatible with the medications prescribed in your hospital treatment. The medications you require during your stay will be ordered by your physician and supplied by the hospital pharmacy. If a medication is not available in the hospital pharmacy, the medication may be brought from home if your physician orders it, and it is dispensed following a pharmacy review.

Pain Management

We are committed to providing pain relief. We encourage patients to actively participate in the assessment, goal setting, management and evaluation of pain control. Please feel free to discuss all issues concerning your pain with your physicians and other members of your health care team. You will be shown a visual pain scale like the one here, and will be asked which best reflects your pain level.



Valuables

We strongly urge you to send all items of value home. This includes jewelry, large sums of money, credit cards, expensive clothes, and other valuables, including your medications. If you had such items with you at the time of admission and were unable to send them home, contact our Security Department to secure them for you. In Cornwall, call ext. 4626; in Newburgh, call ext. 2888.

Please understand that St. Luke's Cornwall Hospital shall not be liable or responsible for the loss or damage to any articles of personal property. This includes glasses, dentures, and hearing aids retained by the patient in his/her room. Items having a monetary value, unless surrendered by the patient for safekeeping at the time of admission, and secured in facilities provided without charge by SLCH, shall remain the patient's obligation and responsibility.

Dentures and Eyeglasses

Dentures should never be wrapped in tissue or left on a food tray. Ask a member of your health care team for a special container in which to store them. Keep the container in the drawer of your bedside cabinet. The hospital cannot be held responsible for loss or breakage. Please use similar precautions for eyeglasses, contact lenses, and hearing aids.

Meals

Our Nutritional Care Team will plan your meals based on the diet ordered by your physician. On the day of your admission you will receive pre-selected meals and a menu selector for the next day. Our dietitians will be happy to answer questions about your diet. Dietitians may be reached at ext. 4250 (Cornwall campus) or ext. 2454 (Newburgh campus), or your nurse may contact them. If you need assistance with your meal, please call your nurse.



Spiritual Care

Clergy of all faiths participate in the spiritual care of our patients. An interfaith group of priests, ministers, and rabbis visit the hospital and are available to visit you. A member of your health care team or a Patient Relations volunteer will be happy to make arrangements for you. A Chapel is located on the first floor of the Newburgh campus.

Getting Around

If you leave your room, even for a short time, please inform the nursing staff. It is important for them to know where you are at all times. Please do not get into or out of a wheelchair on your own. To avoid injury, please ask for help. Patients are advised not to leave their treatment unit unless escorted by hospital staff.

Medical Ethics Concerns

The St. Luke's Cornwall Hospital Medical Ethics Committee is available to all patients, family members, physicians and hospital staff. This committee maintains an advisory role in medical ethical conflicts. If you have an ethical concern, please speak with your physician, your nurse, and/or contact Patient Relations at 568-2300.

Organ Donation

Everyone has the right to choose to be an organ donor and there are many ways to make your desire known. In New York state, residents can make this designation on their driver's license, fill out a Uniform Donor Card (available in the Admitting Office), or include this in a Health Care Proxy. If you have questions, contact Patient Relations at 568-2300 or the New York Organ Donor Network at (800) GIFT-4-NY (800-443-8469).

Patient Relations Department

The Patient Relations Department is available to assist you and your family with any concerns, problems, or unmet needs related to your hospital stay. In addition, we offer assistance with any questions or concerns you might have about the Patient Bill of Rights and Health Care Proxy Law. Patient Relations can be reached at 568-2300.

Patient Responsibilities

The patient has the responsibility to:

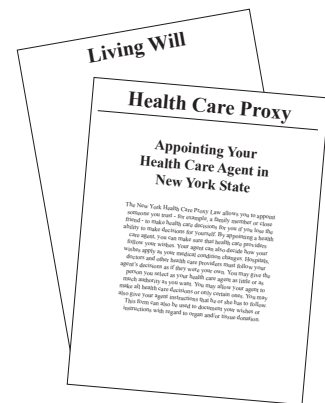
- Provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications (including herbal supplements), and other matters relating to his/her health. The patient has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient is responsible for making it known whether he/she clearly understands the planned course of action and what is expected of him/her. Active participation in your care and treatment has been demonstrated nationally to improve patient safety in health care organizations. Please see our separate brochure on Patient Safety and learn how you can become actively involved.
- Communicate and describe severity of pain. Report any new or unrelieved pain. Work with your physician and the other members of your health care team regarding changes in pain relief regimen (drug, dose, frequency, and route). Inform staff when pain has been relieved.
- Follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and Allied Health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when unable to do so, notify the responsible practitioner or the hospital.
- Be responsible for his/her own actions if he/she refuses treatment or does not follow the practitioner's instructions.
- Assure that the financial obligations of his/her health care are fulfilled as promptly as possible.
- Follow the hospital rules and regulations affecting patient care and comfort. Be considerate of the rights of other patients and hospital personnel, and assist in the control of noise, smoking, and number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.

- Understand that St. Luke’s Cornwall Hospital shall not be liable or responsible for the loss or damage to any articles of personal property.

Advance Directives

Advance Directives are documents written by the patient to make their wishes about medical decisions known to the health care team in the event the patient is unable to communicate these wishes. Patients should use these documents to express their wishes about end-of-life decisions as completely and specifically as possible. These documents give guidance about your treatment wishes to your family, guardians, and the health care team.

When creating your advance directives, consider what is important to you. Discuss your wishes with your family, physician, and the person you have chosen to be your proxy.



There are three types of advance directives:

- **Health Care Proxy** - A document completed by the patient that allows him/her to choose someone to help make medical decisions in the event that the patient can no longer make their own medical decisions. A blank Health Care Proxy form with detailed instructions is in the, “Your Rights as a Patient in a Hospital in New York State,” booklet that is distributed to all inpatients at the time of admission.
- **Living Will** - Written instructions that explain the patient’s wishes regarding health care. The health care team will honor these instructions in the event the patient can no longer communicate his/her wishes. A blank Living Will may be obtained at a stationery or office supply store.
- **Do Not Resuscitate (DNR)** - A document completed with the assistance of the patient’s physicians. This document instructs the health care team not to try to revive the patient if breathing or heartbeat stops. The booklet, “Do Not Resuscitate Orders -A Guide for Patients and Families,” is available through your nurse or in the Admitting Office.

Use advance directives to help you make informed decisions about the care you wish to receive or refuse. If you already have a completed advance directive, please bring a copy with you when you are admitted to the hospital. If you have any questions or concerns about advance directives or end-of-life decisions, please speak with your physician, nurse, or contact Patient Relations at 568-2300.

Preparing to Go Home

Discharge

Discharge from the hospital usually will occur before 11:00 a.m.

Case Management

All hospital admissions are reviewed with regard to length of stay and necessity. These reviews, mandated by federal and state government regulations, determine whether Medicare and Medicaid will or will not reimburse all or part of your hospitalization. Many insurance carriers and managed-care companies also perform reviews.

The decision to deny reimbursement is beyond the control of the hospital and your physician. Your physician will make decisions based on your medical needs. The case manager will inform you and your physician if it appears that your hospitalization falls out of the criteria established by government agencies and private insurance companies. Case managers will assist you with any home-care needs you may have as well as arrange for any equipment you may need after your discharge.

For Medicare Enrollees: A day or two prior to discharge, the case manager will provide you with a notice entitled “An Important Message from Medicare.” This explains your discharge appeal rights should you not agree with your physician’s decision to discharge you. Please read the Important Message carefully. If you have any questions, please contact your case manager and he/she will be glad to assist you.

Social Work/Discharge Planning

The social work staff is responsible for providing compassionate, patient-centered services including: multidisciplinary discharge planning with a goal of maintaining the patient’s right to self-determination. Counseling is also provided to assist patients in the development of adaptive coping skills in relation to illness, hospitalization and other psychosocial issues.

Medication List

Upon returning to the hospital or physician appointments, please remember to bring a list of medications (prescription and nonprescription) you’re taking and what they are for.

Services

SLCH offers a range of programs and services at our Cornwall and Newburgh campuses, as well as off-site facilities throughout the region. To learn more, please call 568-2232.



Birthing Center

Warm and welcoming, our beautiful, recently renovated SLCH Birthing Center features updated labor and delivery rooms, a new operating room suite, and the highlight of our Center — luxurious birthing suites for labor, delivery, recovery, and postpartum — where patients continue their stay in the same room (additional \$75 per night; this fee will not be covered by insurance). Birthing suites are not available to cesarean section patients. To schedule a tour, please call 568-2365.

Cancer Care Program

The SLCH oncology program is accredited by the American College of Surgeons’ Commission on Cancer. We offer a multi-specialty team approach to care involving certified oncology physicians and nurses, technicians, support personnel, and a host of other health care professionals.

The Littman Cancer Center – Cornwall Radiation Oncology Services – includes an expanded infusion/chemotherapy suite, physicians’ offices and a patient and family education, support and meeting space called The Gathering Place. Advocates known as patient navigators will help coordinate care and services for cancer patients and their families. For Tomotherapy call 458-9000, for general cancer services call 458-4544.

Cardiac Care

SLCH offers a comprehensive cardiovascular program — from diagnosis, to treatment and rehabilitation. Services include cardiac catheterization and emergency angioplasty.

Cardiac Rehabilitation

The Cardiac Rehabilitation team provides monitored exercise and education to our patients who have had a heart attack, bypass surgery and/or angioplasty, so they can improve their heart health. The program

is certified by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR), which awarded the program a “Distinction of Excellence.”

Center for Joint Replacement

SLCH’s Center for Joint Replacement is the region’s newest and most comprehensive facility for hip and knee replacement patients. Our specially-trained physicians, nurses, and rehabilitation therapists - and unique Club Mobility Program - are committed to getting you back on your feet as quickly as possible. The Center offers pre-surgery education classes to acquaint patients with the joint replacement process, exercises, recovery, rehabilitation, hotel-like private rooms, and a dedicated nursing staff.



Center for Physical Therapy

Our dedicated and professional staff, experienced in all phases of rehabilitation, develops individualized therapy plans for each patient. The SLCH Center for Physical Therapy has convenient locations in Cornwall, Fishkill, Newburgh, New Windsor, and New Paltz, and offers the following services:

- Cardiac rehabilitation
- Childhood programs
- Communication and swallowing disorders
- Occupational therapy
- Physical therapy
- Hand therapy
- Wound care

Center for Wound Healing and Hyperbaric Medicine

The SLCH Center for Wound Care and Hyperbaric Medicine offers a comprehensive approach for patients with chronic wound issues. The Center’s multi-disciplinary health care team provide traditional wound care treatment and hyperbaric oxygen therapy.

Diagnostic Imaging

The Diagnostic Imaging Department is equipped and staffed to provide a complete range of advanced diagnostic services, including:

- CT scan (ACR Accredited)
- Diagnostic X-ray
- Echocardiography
- Interventional procedures
- Mammography (ACR Accredited and FDA Certified)
- Nuclear medicine (ACR Accredited)
- Ultrasound (ACR Accredited)



The Imaging Department provides a comprehensive range of digital imaging services and convenient locations. To schedule an appointment, call 458-4000 or ext. 4000.

Dialysis Center

The SLCH Dialysis Center, located at 4 Corwin Court in Newburgh, offers top-quality care through a collaborative effort by doctors, nurses, technicians, social workers, dietitians, and support staff.

The Center offers comfort and convenience, six days a week, 19 hours a day, and features reclining chairs and personal televisions. Special events and programs help patients meet the challenges of living with kidney disease.



Elaine Kaplan Neonatal Intensive Care Unit

The region's most vulnerable patients are cared for in our Elaine Kaplan Neonatal Intensive Care unit (Newburgh campus), the only facility of its kind in Orange, Ulster, and Sullivan Counties. Established in 1997, the Level II NICU offers acute and chronic care for premature infants and ill full-term babies born throughout the region. Using a family-centered approach, the NICU provides medical care to critically ill babies and offers special therapeutic services, community referrals, family education, and discharge planning.



Emergency Department

Setting the standard for emergency care, SLCH recently completed an \$11 million project to renovate and expand our Emergency Department. The Littman Center for Emergency Medicine in Cornwall and the Kaplan Family Center for Emergency Medicine in Newburgh feature the latest diagnostic and treatment technology, with specialized areas for cardiac and asthma. Patients will find a strong commitment to customer satisfaction and compassionate care in these new, contemporary facilities.

Endoscopy Unit

Services are available for patients who require an endoscopic examination and/or evaluation, including but not limited to colonoscopy, gastroscopy, and/or sigmoidoscopy.

Environmental Services (Housekeeping)

Our housekeeping staff is committed to your care and comfort. Your room is serviced daily during the day shift (7 a.m. - 3 p.m.). If you require additional services during your stay, please ask your nurse to contact Environmental Services or call us directly, by dialing ext. 2292 at the Newburgh campus or ext. 4291 at the Cornwall campus.

Epilepsy Monitoring Program

Through the use of video EEG, SLCH clinicians diagnose and develop treatment plans for those suffering from epilepsy. The patient is observed over a period of two-to-five days, after which, the epileptologists develop the most appropriate plan of care or modify the current treatment plan. To learn more about this program, e-mail thoran@slchospital.org.

Hospitalist Program

Available 24 hours a day to admit patients from the Emergency Department, SLCH Hospitalists are full-time physicians who direct and facilitate the medical care of hospitalized patients. Our Hospitalists work in conjunction with a patient's primary care physician and will contact he/she at all important points along the way. The program provides an easy transition from inpatient hospital care to follow-up care.

Intensive Care Unit (ICU)

Providing comprehensive care for patients with potentially life-threatening illnesses or injuries 24 hours a day, SLCH's specialized ICU health care team monitors each patient's treatment and recovery. We also provide education and support to the family during this critical time.

Kreisberg Family Center for Pain Management

The Kreisberg Family Center for Pain Management provides comprehensive, compassionate, and effective treatment for those suffering from debilitating pain, including that of the spine, neck, and leg. This outpatient department is located on the third floor of the Cornwall campus.

Laboratory

Licensed by New York State Department of Health and accredited by the College of American Pathologists, our laboratory services are available 24 hours a day, seven days a week. Board certified pathologists provide accurate diagnoses, quick results, and are available for clinical consultation. The SLCH Blood Bank at the Newburgh campus offers a full transfusion service, blood component preparation, and prenatal testing.

Nutritional Services

SLCH offers customized nutritional counseling for general wellness, weight management, diabetes, heart disease, and other health concerns. Nutritional services are covered by most insurance plans. To schedule a consultation at the Cornwall or Newburgh campus, call 458-4000.

Orthopedics

The orthopedics team at SLCH can help you get back to living life to the fullest. Our physicians, nurses and rehabilitation specialists are second to none in treating rotator cuff injuries, carpal tunnel syndrome, knee and hip ailments, and other orthopedic conditions that interfere with your quality of life. Our compassionate caregivers are equipped with advanced technology and modern facilities to restore your comfort and well-being.

Pediatrics

The just-renovated SLCH Pediatrics Unit follows a child- and teen-friendly approach to health care and healing. When a child is hospitalized, the whole family is affected. The unit includes amenities for the comfort and well-being of our most vulnerable patients, parents, and family members.

Respiratory Care Services

Our Respiratory Care staff offers comprehensive analysis and therapy services for patients with chronic pulmonary and respiratory diseases. We offer pulmonary function studies and personalized respiratory therapy services.

Stroke Care

The SLCH Newburgh campus was the first hospital in Orange County to receive Stroke Center designation from the New York State Department of Health. This means SLCH has a highly skilled stroke team and the advanced technology necessary to treat stroke quickly. SLCH has earned a Gold Plus Performance Award from the American Heart Association/American Stroke Association "Get with the Guidelines" program, an honor given to hospitals that have excelled in stroke diagnosis and treatment. Ask your doctor or nurse for additional information on stroke prevention.



Surgical Services

Our highly trained surgical team and medical staff provide personalized, compassionate care using the most advanced surgical techniques, including laparoscopic procedures in our modern, surgical suite. Surgical specialty areas include general, urology, plastic, neurology, thoracic, ophthalmology, orthopedic, podiatry, gynecology, vascular, and ear, nose, and throat (ENT). A new Same-Day Surgery Center is open at our Cornwall campus.

St. Luke's Cornwall Health System Foundation

The St. Luke's Cornwall Health System Foundation was established to raise funds in support of the hospital. Its purpose is to obtain charitable contributions, manage those gifts, and disburse them. The Foundation Board of Directors provides leadership and guidance to the Foundation, and is comprised of members from our community.

Revenues are generated through community campaigns, special events, direct-mail opportunities, planned-giving programs, bequests, and memorial donations. This support provides the resources necessary for St. Luke's Cornwall Hospital to provide advanced technology to enhance patient care, develop new programs and services, and expand and renovate our facilities.

There are many opportunities to make an investment in your community, including tributes and memorials. For further information or to receive a copy of our latest Annual Report, call SLCH's Foundation at 568-2580.

Gift Nook

The SLC Health System Foundation Auxiliary operates the hospital Gift Nook at both campuses (Newburgh campus gift shop is currently closed due to renovations). Items available include gifts, fresh flowers, toys, cards, personal care items, magazines and balloons.



SLCH Volunteer Support

Volunteers are a vital part of the care-giving team at St. Luke's Cornwall Hospital. They provide the many extras that add to your comfort and give valuable assistance to our staff and visitors. Volunteers visit patients, deliver flowers, staff our gift shop, greet visitors at our information desks, and serve as liaisons between our staff and the families of emergency room patients. Opportunities are available for adults and students (minimum age is 14) in clinical and non-clinical areas, and in our off-site facilities. If you would like to donate the gift of your time, become a Community Ambassador! Please call the Volunteer Services Department at 568-2391 (Newburgh campus) or 534-4535 (Cornwall campus) to learn more.

SLC Health System Foundation Auxiliary

Community members are invited to join the SLC Health System Foundation Auxiliary. Dedicated to providing financial support to the hospital, the Auxiliary operates two hospital gift shops and an off-site



thrift shop — New to You Boutique — in New Windsor where you can find great bargains on name brand and one-of-a-kind items and accepts donations of clothes, furniture, and household items.

New to You Boutique: (845) 569-0014
436 Blooming Grove Turnpike, Route 94
New Windsor, NY 12553

Wellness Task Force

SLCH promotes wellness by providing education, screenings, support, and other programs to both employees and our community through the Wellness Task Force. This initiative focuses on the prevention and management of heart disease and cancer, as well as promoting general health and wellness.

Physicians on the hospital's medical staff provide free presentations and screenings to the public on a variety of topics throughout the year. In addition, the hospital participates in community health fairs and other educational programs. You can find the SLCH community calendar on the hospital website, www.stlukescornwallhospital.org.

Consumer Health Information

To learn more about our physicians, facilities and services services, please visit www.stlukescornwallhospital.org.

Health information also is available in the SLCH Medical Library, which is open to the public and located on the first floor of the Newburgh campus. To visit the library online, log onto www.slchlibrary.org.

Other sources you may find helpful include: MedlinePlus (www.medlineplus.gov), the National Library of Medicine's site that provide accurate, commercial-free health information; the Newburgh Free Library (124 Grand Street, www.newburghlibrary.org); and the Cornwall Public Library (395 Hudson Street, www.rcls.org/cor).

Important Phone Numbers

Cornwall Campus

Main Number	534-7711
Admitting	458-4315
Billing Office/Patient Accounts	458-4925
Cornwall Radiation Oncology	458-9000
Diagnostic Imaging	458-4263
Information Desk	458-4309
Laboratory	458-4363
Littman Cancer Center	458-4544
Outpatient Testing Central Scheduling	458-4000
Pain Management	458-4591
Patient Relations	568-2300
Physical Medicine and Rehabilitation	458-4267
Pre-Admission Testing	568-2556
SLC Health System Foundation	568-2580
Social Work/Discharge Planning	568-2261
Volunteer Services	568-2391

Newburgh Campus

Main Number	561-4400
Admitting	568-2311
Billing Office/Patient Accounts	458-4925
Central Scheduling	458-4000
Development/Foundation	568-2580
Diagnostic Imaging	568-2242
Information Desk	568-2387
Laboratory	568-2271
Pain Management	458-4591
Patient Relations	568-2300
Physical Medicine and Rehabilitation	568-2395
Pre-Admission Testing	568-2555
SLC Health System Foundation	568-2580
Social Work/Discharge Planning	568-2261
Volunteer Services	568-2391

Off-site Centers

SLCH Dialysis Center

4 Corwin Court, Newburgh	562-7711
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St. Luke's Cornwall Centers for Physical Therapy

Cornwall campus	458-4267
17 Old Main Street, Fishkill	(845) 896-MYPT (6978)
Newburgh campus	568-2395
279 Main Street, New Paltz	256-0253
575 Hudson Valley Avenue, New Windsor	784-3777

St. Luke's Cornwall Center for Cardiac Rehabilitation

575 Hudson Valley Avenue, New Windsor	784-3764
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Hudson Valley Imaging

575 Hudson Valley Avenue, New Windsor	220-2222
59 Route 32, New Windsor	220-2222

St. Luke's Cornwall Center for Wound Care and Hyperbarics

21 Laurel Avenue, Cornwall	458-4000
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Eastern Orange Ambulatory Surgery Center

21 Laurel Avenue, Cornwall	534-0929
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My Heart ... Their Passion.

Chris Catania
55 years old
President, Subsurface Technologies, Inc.
Heart Attack Survivor

“I was fortunate to be here, near this cardiac team, when this happened. In retrospect, everything was meant to be. If I had been traveling or near another hospital that didn't have cardiac services, I wouldn't be here today. I firmly believe that.”



(845) 568-2565

To hear more about Chris' story or
view our Center for Cardiac Care Video
Visit stlukescornwallhospital.org

Scan this QR code
with your smartphone.



St. LUKE'S CORNWALL
CENTER for
CARDIAC CARE
*Clinical Affiliate of
The Mount Sinai Hospital*