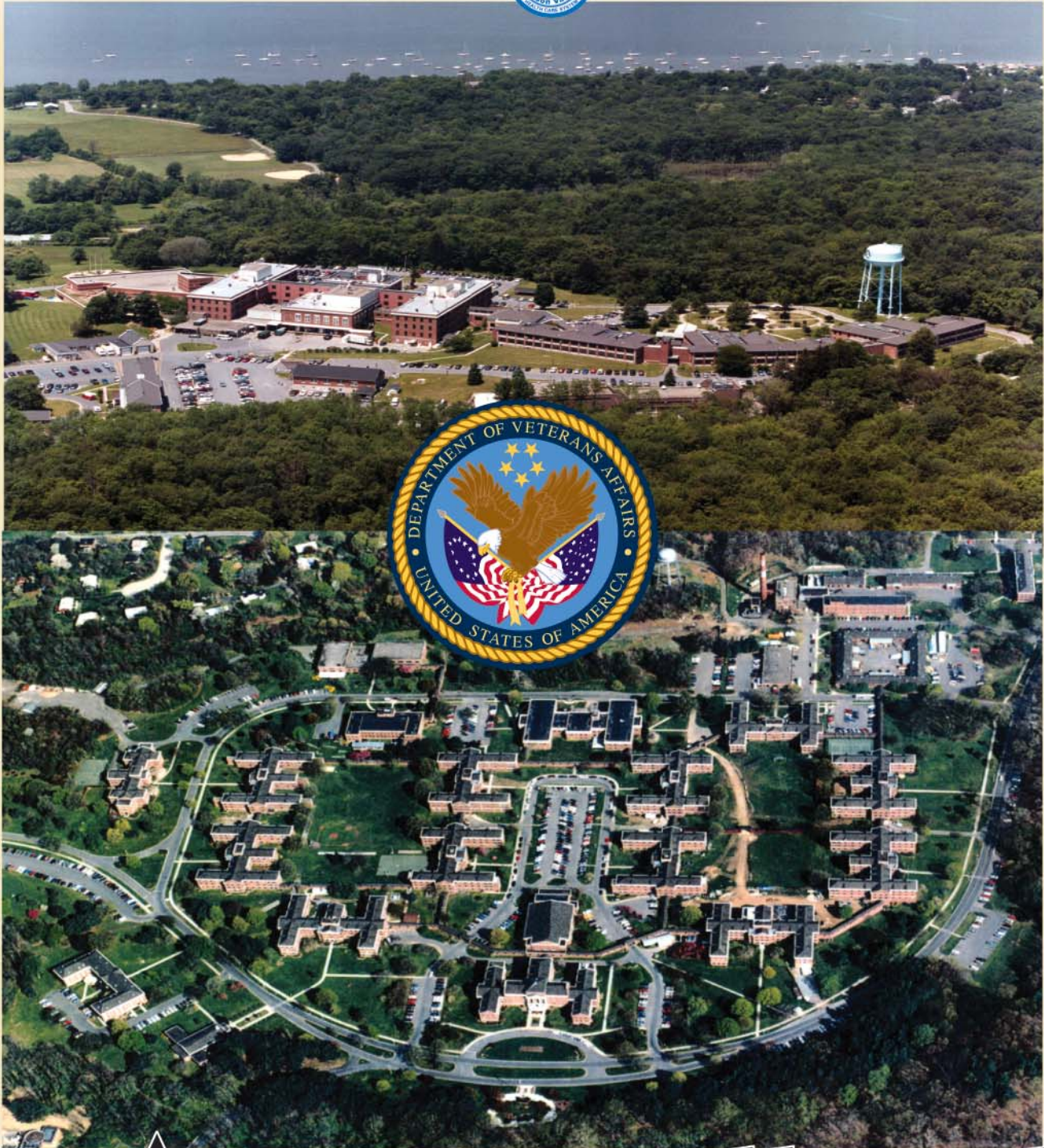


VA Hudson Valley Healthcare System

Castle Point Campus



Montrose Campus



Patient Handbook

Welcome to VA Hudson Valley Healthcare System

Welcome to Unit:

The Doctor/Practitioner responsible for your care is:

The Doctor/Practitioner providing your care is:

Your Nurse is:

Your Nurse Manager is:

Your Social Worker is:

Your Patient Advocate:

- Montrose, extension 2020
- Castle Point, extension 5795

VA Hudson Valley Healthcare System



**Castle Point Campus
Castle Point, New York**

Patient Handbook

**FDR Montrose Campus
Montrose, New York**



Director: Gerald F. Culliton

November 2008

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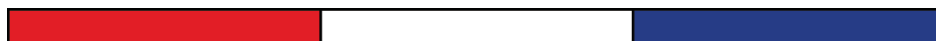
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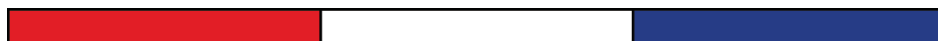
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Welcome

We are committed to delivering the highest quality care to our nation's veterans. We know you have many questions and we hope that the information here answers some of them. If you can't find the information you are looking for here, please ask a member of our staff. Our staff is dedicated and highly trained to meet your medical needs. We value and respect them and hope you will too.



We provide Medical and Mental Health Services to veterans requiring treatment in psychiatry, medicine, spinal cord injury, rehabilitation, substance abuse, nursing home/extended care. We also offer a variety of specialty services including Patient Education, Women's Health, Supportive Housing, Vocational Rehabilitation Services, and Outpatient Clinics.

We provide an environment of care that is supportive and allows for the patient to develop and maintain a positive self-image which aids in your recovery. It is our goal to provide the highest level of care as we preserve the human dignity of all patients.

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other veterans and to the nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient.

We care about our patients and wish you a speedy recovery.

Your Safety Is Important to Us:

VA Hudson Valley HCS places the highest importance on patient safety. The VA has commissioned a national center devoted to patient safety, the National Center for Patient Safety, and there is a Patient Safety Manager at each medical center to oversee patient safety issues. The Patient Safety Manager at the VA Hudson Valley HCS is here to help you with your safety concerns and can be reached through your unit manager or treatment team. You are encouraged to report safety issues you have identified to your treatment team, Patient Safety Manager or Patient Advocate immediately.

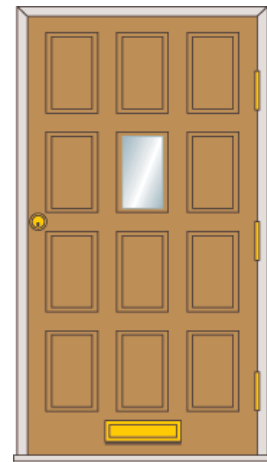
The Joint Commission PUBLIC NOTICE

The Joint Commission, which grants accreditation to healthcare organizations, conducts regular unannounced surveys of all VISN 3 facilities.

The purpose of Joint Commission surveys is to evaluate organizations' compliance with nationally established standards. Survey results are used to determine whether, and the conditions under which, accreditation should be awarded to the organization.

The Joint Commission standards deal with organization quality, safety-of-care issues, and the safety of the environment in which care is provided. Anyone believing that he or she has pertinent and valid information about such matters may contact VISN 3 facilities' patient representatives or management. If anyone continues to have concerns, The Joint Commission can be contacted at:

Division of Accreditation Operations
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Or
Phone 800-994-6610
Or
Email complaint@jcaho.org



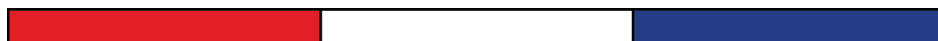
<http://www.jointcommision.org>

VISN 3 facilities will not take any disciplinary or retaliatory action against any employee (including, but not limited to physicians, contractors, fee-basis, volunteers and students) reporting safety or quality of care concerns to The Joint Commission.

This notice is posted in accordance with The Joint Commission's accreditation participation requirements.

Protective Services:

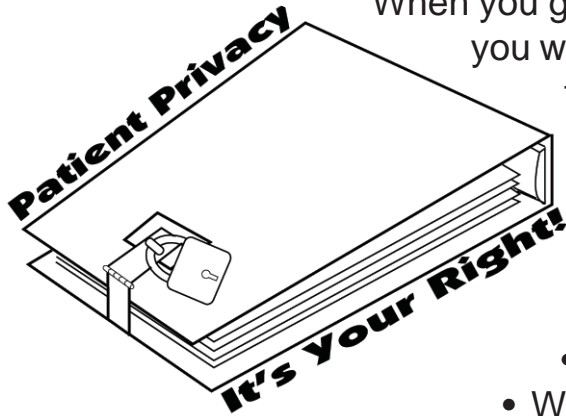
You have the right to Protective Services. Information may be provided through the social worker on your unit. Refer to the phone directory tab in this handbook.



Health Insurance Portability and Accountability Act (HIPAA)

As a result of the Health Insurance Portability and Accountability Act (HIPAA), VA revised its policy about patient health information. This policy has to do with:

- How your health information may be used and shared with others.
- Your rights about your health information.
- The VA's legal duty to protect your privacy.



When you get admitted to a VA health care facility as an inpatient, you will be asked if you want to be listed in the “facility directory”.

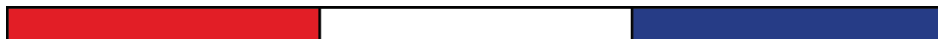
If you choose *not* to be listed in the facility directory, this is known as “*Directory Opt-Out*”:

- We cannot let anyone know you are a patient here.
- We cannot give out your name, location, and general health condition to any caller or visitors. This includes family, friends, clergy that are not members of VA staff, and businesses (for delivery of flowers and cards, for example).

If you cannot make this decision because of health problems, a VA health care provider will make the choice for you. The decision will be based either on your past wishes or what is in your best interest.

It is important you understand your privacy rights. The VA has a responsibility to protect your privacy – including your health information.

Privacy Officer: 2591



General

Visiting Hours:

Restrictions: Children under the age of 14 are not permitted in patient care areas at Montrose and the age of 12 at Castle Point. All children must be accompanied by an adult.

Visiting Hours for VA Hudson Valley HCS are from 11am to 8pm unless otherwise noted.

Please consult the unit Nurse Manager for special considerations which are available as needed.

Community Living Centers: 11am-8pm

Mental Health:

4AB: 10am - 8pm

4CD: 10am - 4pm

15CD: Weekends, Federal Holidays
Noon - 6pm

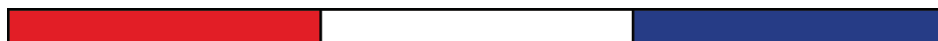
28: No visitation

52 (Domiciliary):

- Weekdays: 4:30pm - 8pm
- Weekends & Holidays: 8am - 8pm



Exceptions to the visitor policy will be determined by the healthcare team and/or facility based on the needs of the patient.



Mail:

To mail letters, please affix proper postage and deposit in the mailbox provided on your unit. For prompt delivery of your personal mail, please have family and friends address the envelope as follows:

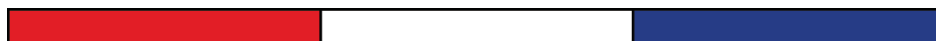
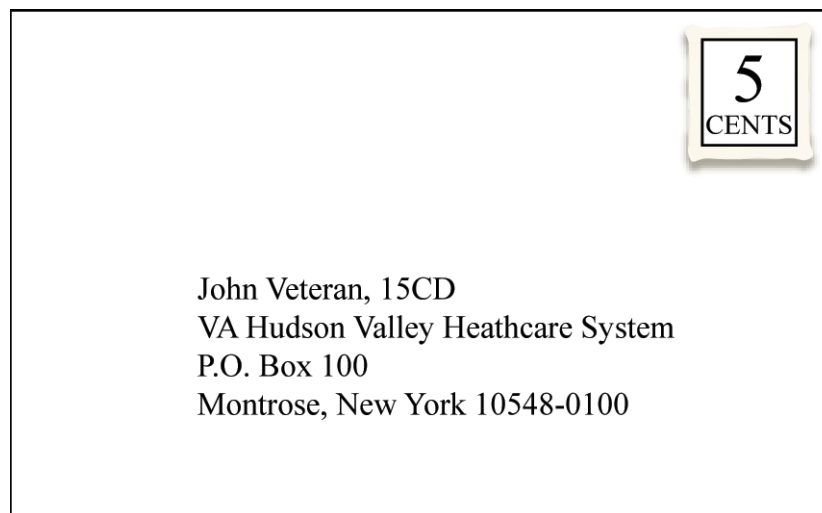
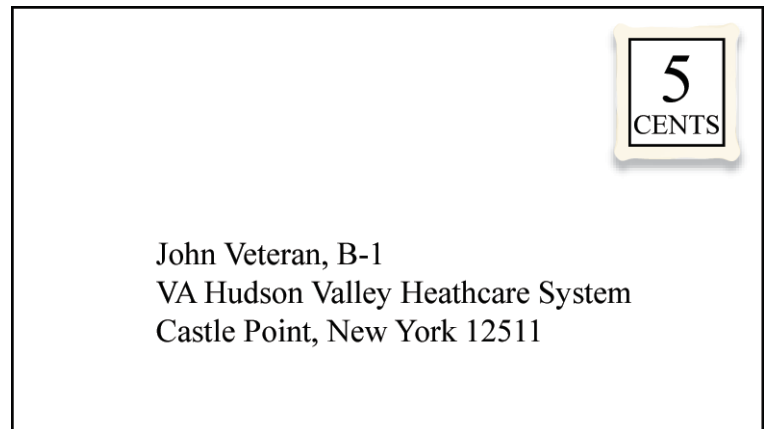
- On the Castle Point Campus there is a U.S. Post Office substation located on the hospital grounds. It is open from Monday through Friday and Saturday, from 8:00 AM to NOON. Stamps and other supplies can be purchased at the post office.
- On the Montrose Campus there is a mailroom that can assist you with your needs. Mail is picked up and delivered to the Community Living Centers once a day, Monday thru Friday.



Your name, Unit
VA Hudson Valley Health Care System
Castle Point, New York 12511

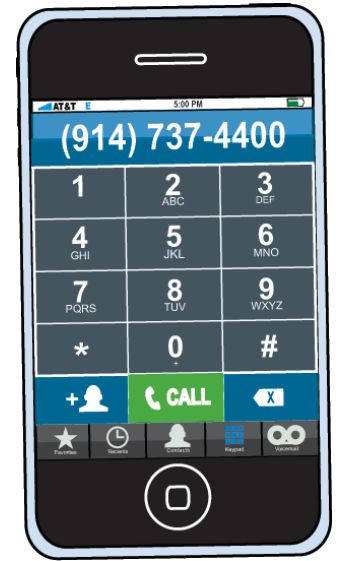
Or

Your name, Unit
VA Hudson Valley Health Care System
P.O. Box 100
Montrose, NY 10548



Cell Phone Use:

Each unit has their own cell phone policy, however, all clinics in Castle Point and Montrose strictly prohibit the use of cell phones in clinic areas.



Personal Phone Calls:

Castle Point: Bedside phones are available for use in making local calls and receiving calls.

FDR Montrose:

Patients may use any of the many PAY PHONES in the hospital to place or receive personal calls.

Some restrictions may apply.

Organ Donation Designation:



At the time of admission, you will be asked if you have an Organ Donor Card and/or designation on your driver’s license. If you do not, but are interested this may be followed up with your treatment team. Be sure and notify your family of your decisions.

Organ/Tissue Donation Program:

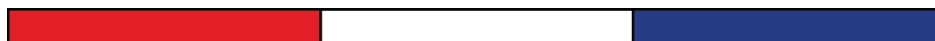
We participate in an organ and tissue donation program in cooperation with the New York Transplant Program. This networking is tied into a nationwide donor/recipient computer program, which has the capability of quickly identifying and matching a suitable donor with individuals who are anxiously awaiting a transplant.

The Uniform Anatomical Gift Act, enacted in 50 states, allows you to donate (a) all organs, (b) specific organs (c) tissue (skin, bone, corneal) (d) your entire body for medical research. A properly signed donor card is recognized anywhere in the country.



Safe Environment:

VA Police enforce all VA regulations to ensure a safe, secure, healthful environment at VA HVHCS. Staff, patients, and visitors, who act with caring and courtesy, promote a climate of cooperation.



Unacceptable Behavior:

VA regulations regarding 218 are posted at the entrance to each facility. Violation will lead to disciplinary action and/or prescribed penalties such as discharge, ejection from the grounds, fines and prosecution in Federal Court. Penalties will be in keeping with the gravity of the offense and the physical and mental condition of the offender. The following actions are unacceptable, illegal and subject to disciplinary action.

It is not permissible to: (VA Regulation 218)

- Use or possess any intoxicating beverage or any illegal drugs.
- Possess firearms, ammunition, explosives, sharp instruments, lighter fluid, any weapons, unauthorized prescription drugs, narcotics, poisons, etc
- Make threats, verbal abuse, or attempts at physical assault against patients, visitors, or staff.
- Steal or damage, destroy, lose, barter, sell any government property or any property belonging to another patient.

Smoking:

Smoking Is Not Permitted For Employees, Visitors, Or Patients Inside Any Hospital Building Or Elevator.

The VA HVHCS recognizes that smoking has been implicated as a cause of serious disease and is a fire hazard. Smoking is only permitted in designated areas. Please ask the staff on your unit if you have any questions regarding smoking. We need your cooperation in keeping our hospital smoke-free. Please utilize the appropriate outside receptacles for discarding cigarettes in order to maintain the safety and beauty of our hospital grounds.

Smoking Shelter Locations:

- Please note white lines outside the front of each Bldg. Smoking is not permitted before these lines (15 feet from Bldg.)
- Smoking shelters are available on grounds:

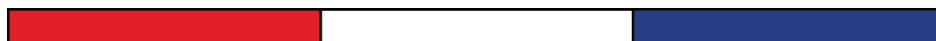
Castle Point:

outside of Bldg 19

FDR Montrose:

between Buildings.

- (1 &3)
- (13&14)
- (12&4)



Outpatient Parking:

FDR Montrose, Bldg 3,12

Castle Point, Bldg 12, 15, 17

Outpatient parking spots are not to be used for an extended period of time. Please do not leave vehicles overnight. In an emergency you must obtain permission through Police Service. The U.S. Government does not assume liability for any vehicles that remain on hospital grounds.



Parking Regulations:

We ask that you strictly observe parking regulations as designated which are in place for your safety, protection and convenience. VA Police will enforce speed limits and traffic signs.

Your Vehicle:

If possible leave your vehicle at home.

VA Police must be notified if your vehicle is to remain overnight.

If this is not possible due to an emergent admission, please contact the VA Police as soon as possible.

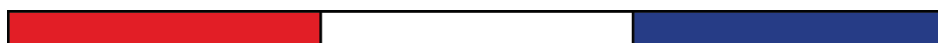
Medical conditions permitting, all vehicles of active domiciliary patients SHOULD be parked behind building 52 and MUST be registered with the VA Police in Building 15 - ground floor.



The U.S. Government does not assume liability for vehicles that remain on hospital grounds

Gratuities:

Tipping is not allowed. If you wish to express your gratitude to a member of staff please send a letter, which will be greatly appreciated. Please remember that we are here to help you and give you the best care possible.



Your Money:

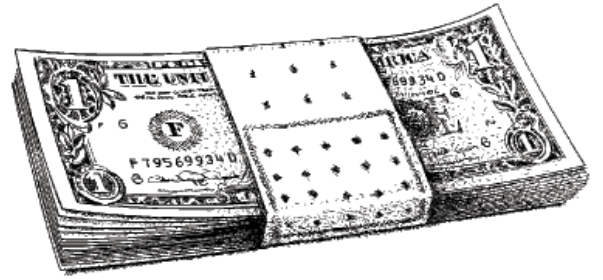
We recommend that you deposit your money with Agent Cashier at the following locations:

• **Castle Point:**

Bldg 15H, Ground Floor, Rm H020

• **FDR Montrose:**

Bldg. 15, Rm 2, Ground Floor



On some units patients are not permitted to have money in their possession. Where permitted, it is suggested that you keep no more than \$5.00 on your person. Any additional money you keep on your own person is done at your own risk; the hospital does not assume responsibility for any money kept in your possession.

Your ID and Document need:

All patients have access to a Notary Public. If you don't have a picture ID, your patient identification armband will be accepted as proof. For further information ask the staff on your unit.

Hoptel:

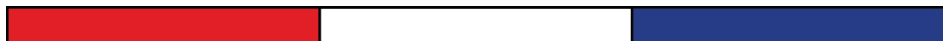
Castle Point and Montrose both have safe and comfortable rooms set up to provide lodging for patients or family when there are limitations on their ability to travel to or from home. The rooms are similar to hotel rooms, and no medical/nursing care or food service

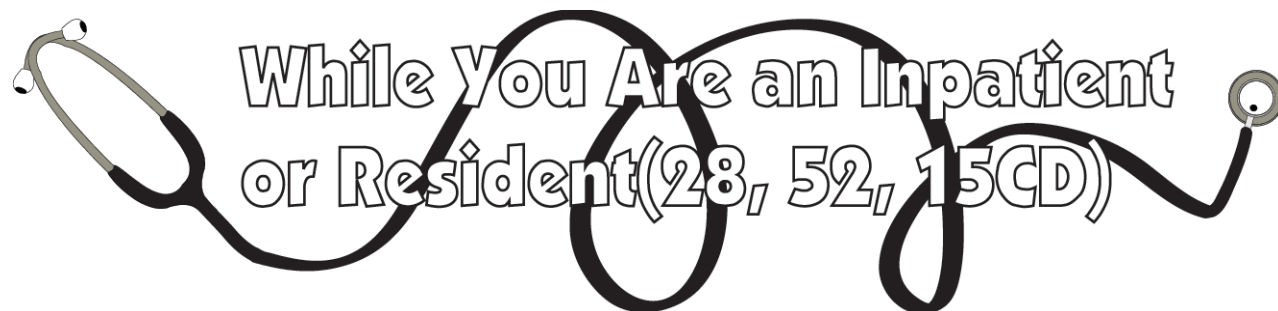
is provided. Please contact admissions office for more information about this service, Montrose, Ext. 3309; CP Campus, Ext. 5100.



Veterans Benefit Counselor:

All inpatients desiring information on veteran benefits may set up an appointment with Veterans Benefit Counselor through their Medical Support Assistant (ward clerk). Non-ambulatory and confined patients may arrange for a bedside visit.





What to Bring:

We ask that you provide your own personal comfort items (toothbrush, toothpaste, shaving supplies, denture care needs, shampoo, non-alcoholic mouthwash, and after shave lotion, etc). These items are available for purchase in the canteen.

Pajamas, robes, and slippers are provided as necessary for inpatients, please contact staff concerning these items.

Your Room:

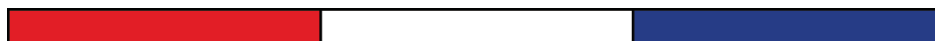
It is the intent of the VA Hudson Valley Healthcare System to have two patients to a room. However, the number of patients in a room is appropriate to the hospital's goals and your age, developmental level, clinical condition and need.

Your Valuables:

You are encouraged to send all valuables home that are not necessary for your stay. If this is not possible, you should turn in valuables during processing in Admissions. Please check your receipt and sign it. The hospital does not assume responsibility for valuables kept in your possession. If, during your stay, you wish to secure other valuables, they should be taken directly to Patient Effects.

Domiciliary Program:

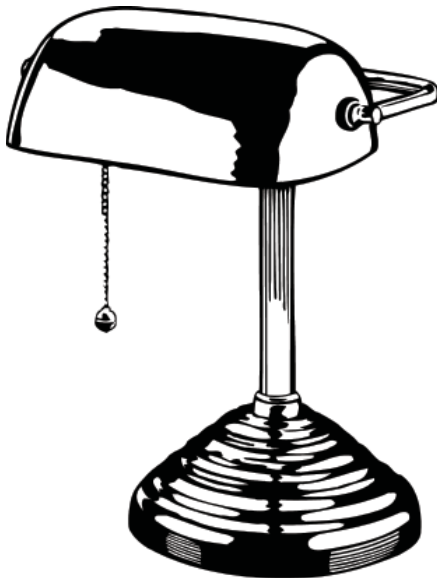
The Domiciliary Program is a psychosocial homeless Domiciliary that prepares homeless veterans for transition back into society with either gainful employment or extended Compensated Work Therapy upon discharge. They will also procure a place to live and receive other supportive needs to increase the likelihood of a more productive and functional lifestyle. While in the Domiciliary the veteran will work and save 80% of his/her income, procure his or her apartment, and find future employment. Clinical and case management services are provided to further enhance the recovery process. The veteran admitted to the domiciliary program will be able to self-medicate and adhere to Domiciliary regulations.



Follow-Up Care, Outpatient Treatment:

Discharge planning is discussed with you as part of your treatment plan from the time of your admission to discharge. Family/significant other involvement is encouraged with your agreement.

Pain Management Program: The VA Hudson Valley Health Care System is committed to providing comprehensive pain assessment and optimal pain management in order to maximize function and reduce suffering from pain in all patients served by this facility. Your reports of pain will be taken seriously. Your health care team is responsible for the evaluation and management of pain. You can expect prompt assessment, regular reassessment and treatment of pain. There is a Pain Clinic (Monday through Friday) run by a group of specially trained clinicians to address complex pain problems using different treatment methods. For more information call the VA Hudson Valley Pain Management team at (845) 831-2000 or (914) 737-4400, extension 5826.

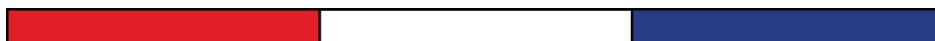


Palliative Care Program: Palliative care is a positive choice, a choice for quality of life. Palliative/supportive care is a special kind of health care for veterans living with a life limiting illness that is not responsive to medical treatment. The goal of this kind of care is to provide the best quality of life by ensuring comfort and dignity. Both veteran and family are the focus of care. Palliative/supportive care can be provided at home or in a community living center based on the veteran's choice. Hospice care can be provided through community hospice or in VA community living centers through VA funding. The Palliative Care Team is involved at any stage of the illness. It is designed to address the veteran's physical, psychological, social, cultural, emotional, and spiritual needs and those needs of families/significant others inclu-

sive of bereavement support. The team includes Physician, Advanced Practical Nurse, Social Worker, Chaplain, and others. For more information call the VA Hudson Valley Palliative Care Team at (845) 831-2000 or (914) 737-4400, extension 5478 or 5931.

Education Services:

- Health education is an important part of the plan. You can expect information to be provided to you from every member of your treatment team.
- One-on-one education, as well as a variety of written materials, video- cassettes, formal classes, displays and support groups are available to you and your family. Please help us to provide you with essential information by taking an active role in educating yourself about your health and wellness.



Your Clinic Visit

Primary Care:

Primary Care allows for the identification of a physician and team responsible for serving all of your health care needs. Our expectations are that this coordinated effort will help you remain healthy and have a better quality of life.

A “Primary Care Provider” can be a physician, or nurse practitioner. A “Primary Care Team” is a group of health care professionals responsible for coordinating your care. In addition to a physician, other members of the team may include, nurses, pharmacists, dietitians, and social workers, depending on your needs. You will be assigned a Primary Care Provider and a Primary Care Team.

Your Healthcare Team:

The individuals on your healthcare team responsible for your care are very much interested in providing you with information about your health that is useful and appropriate to you and your family.

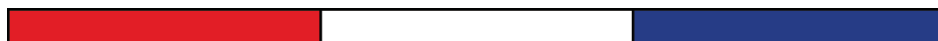
Your team has developed a plan of care, with input from you and your family that guides activities for your healing, rehabilitation and/or recovery. Health education is a big part of the plan. Patient and family health education is available to you in a variety of ways. You can expect information to be provided to you from every member of your health care team, as well as one-to-one education.



There is a variety of written materials, videocassettes, formal classes, displays, support groups, and more available to you. Please help us to provide you with essential information by taking an active role in educating yourself about your health and wellness.

If at any time you or your family have any questions or concerns, feel free to speak to a member of your health care team.

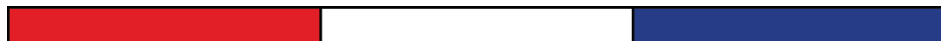
Scheduling Call Center: (845) 831-2000 or (914) 737-4400, Ext. 7666



Specialty Programs:

Our specialized treatment includes:

- Agent Orange/Persian Gulf Exam and Treatment.
- Iraqi Veterans special needs (OEF/OIF)
- Diabetes Patient Education
- Post Traumatic Stress Disorder
- Respite Care Program
- Sexual Trauma Counseling
- Stress Management
- Substance Abuse Treatment
- Supportive Housing
- Visually Impaired/Blind Rehabilitation
- Vocational Rehabilitation Services
- Women's Health
- Psychosocial Rehabilitation Services
- Physical Medicine and Rehabilitation
- Pain Management
- PSR
- Suicide Prevention: (800) 273-8255 - Hotline.

Notes:

Services and Resources

Chaplain Program:

Montrose Campus

Worship Service Schedule

All Chapel services are shown on Channel 41 on the hospital televisions. For information call extension 3733/2125.

Roman Catholic:

Sunday Mass: Chapel: 9:00 AM
6AB, 10:15AM

Daily Mass: Chapel, TBA

Holyday Vigil: TBA

Protestant/Christian:

Sunday Worship Service:
Chapel: 10:00AM

Bible Study: (for all Christians)

Chapel: 1:15PM, Sunday

Jewish:

Please call our Rabbi at extension 3735 for supportive services.

Islam:

Chapel: Jummah, Friday, 1:00PM.
Imam available upon request.
Extension 2125

Transportation available to Chapel: ext. 3733

For any religious need or a complete schedule of Chapel activities call 3733/2125.

Castle Point Campus

Worship Service Schedule

All services in the Faiths Chapel are shown on Channel 18 on hospital televisions

Roman Catholic:

Saturday: 2:00PM Chapel
3:30PM Chapel

Sunday: 10:30AM Chapel

Monday-Friday: 11:30am, Chapel

Holyday Vigil: 4:30PM Chapel

Protestant/Christian:

Sunday Worship Service:
Chapel: 2:00PM

Jewish:

Please call our Rabbi at extension 5408 for supportive services.

Islam:

Imam available upon request

For any religious need or a complete schedule of Chapel activities call: 5408. The main offices are now located in Building 19: C217-C219



Pharmacy and Medications:

Pharmacy Telephone System-Easy Refills by Phone.

The Pharmacy Telephone Care System is available 24-hours a day, 7-days a week. You may use it to:

- *Order refills for current prescriptions at least 2 weeks before you run out,
- *Check on a prescription

Each resident that resides in the Community Living Centers will have their medication reviewed by a licensed pharmacist upon admission and then at least once a month while on the unit.

Call:

888-389-6528 (toll free)

1. Enter full Social Security Number and the # sign
2. Press 1 for Refills

Press 2 for Prescription Information

3. Enter the Prescription Number (letters are not needed) and the # sign

Please allow 4-7 days for delivery.



Can I get medicines at the VA when prescribed by a non-VA physician?

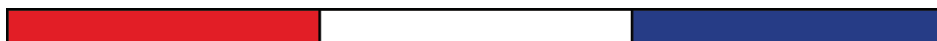
In order to get medicines at the VA, your primary care must be monitored by the VA. Prescription medications require monitoring and evaluation for effectiveness, side effects and potential interactions with other medicines/foods etc. If your VA provider writes a prescription, that provider is responsible for the effects of that medicine. Your VA provider needs to see you on a regular basis to monitor the effects of the medicine and to write your prescriptions.

Your Medication:

On admission, all personal medications must be turned in. These medications are sent to the pharmacy, where they are held for 7 days and then mailed to your home. If you are discharged before 7 days you may pick up your medication at the Pharmacy only if you have an authorization note from your provider and your identification. Only medications prescribed by your medical provider may be taken while being treated as an inpatient or a resident. Over the counter medications are not permitted.

Podiatry Services:

Podiatrists are available for consultation and treatment of all foot care needs. Appointments are arranged at the Unit level.



Voluntary Program:

Castle Point: Bldg 15, Ground Floor; Extension: 5135

Montrose:

Bldg 14, Ground floor; Extension: 3715

Voluntary Clothing Store:

Hours of Operation:

1) **Montrose Campus:** Tuesday and Thursday, 9AM - 11AM, and Noon - 1:45 PM, Ext. 3703.

2) **Castle Point Campus:** Monday-Friday, 10AM - 2PM, Ext. 5433.



Emergencies:

1) When/if an emergency arise where clothing is needed immediately, contact will be made with the Volunteer Program at extension 3515/3713,

Montrose Campus: Extension 3713

Castle Point Campus: Extension 3515

2) Operational hours may increase depending on availability of volunteers.

Women Veteran’s Program Manager:

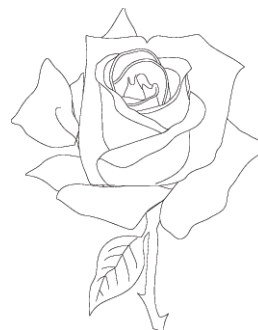
Montrose Campus:

Bldg 3, Rm 218, Extension: 2757

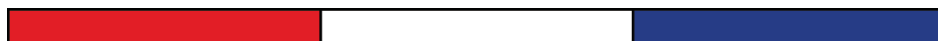
Castle Point Campus:

First Floor, Bldg 18, Rm D150

Extension: 5658



Thank you for your service, please call us for any assistance



Retail Store:

Castle Point:

Bldg 15
Open: Monday-Friday
7:30AM-3:15PM

Montrose: Bldg 13, Ground Floor
Open: Monday-Friday 8:30AM-3 PM

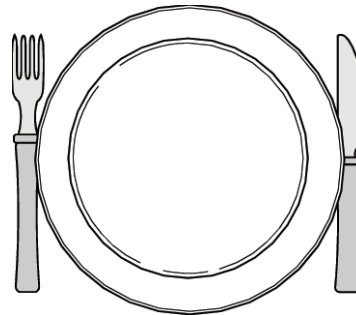


Canteen Service:

Castle Point Campus:Bldg 15, H Wing
Monday – Friday; 7:30AM – 2:45PM
Extension: 5391

Montrose Campus:

Bldg 13, Ground Floor
Monday – Friday 7:30AM – 3PM
Extension: 2402

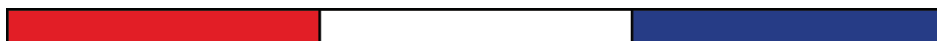


Library Program:

Montrose:

Bldg 6 Ground Floor; Extension: 2360/2621 Monday &
Tuesday: 8am - 430pm
Wednesday-Friday: 9am - 3pm

Our library offers patients a wide variety of books, magazines, newspaper, and educational information. Large Print Materials and Audio Books are also available. Come read with us or visit our Patient Education Resource Center. Patients and their families can find the information they need to understand and help cope with their medical conditions.



Rights & Responsibilities

Patient Advocates:

Castle Point: Bldg 15, Rm E103
Extension: 5795

Montrose: Bldg 1 Rm152
Extension: 2020

The Patient Advocate is available to assist you in resolving issues and/or questions if they cannot be resolved at the point of contact. You should first discuss the problem with the involved staff. If your complaint remains unresolved, then the staff can arrange for you to meet with the Patient Advocate or you can contact her directly at Castle Point or Montrose Campuses.

Transitional Patient Advocate (OEF/OIF):

Castle Point: Blg 18, Rm D106
Extension: 4629

Montrose: Blg 3, Rm 107E
Extension: 2658

The Transitional Patient Advocate provides the severely injured OEF/OIF (recent conflict) combat service member and veteran with transitional assistance from DOD to the VA system, coordination of care, advice on eligibility in the VA system, medical appointments, and assistance with application for VA and Social Security benefits.

Integrated Ethics Council:

If you have these questions or any others about moral or ethical issues regarding your health care decisions or treatment options, the Ethics Committee is here for you. The VA HVHCS Ethics Committee provides patients and their families with information and counseling in dealing with ethical dilemmas.

You can make an appointment either through your treatment team or contact the Ethics Consultation Coordinator at extension 2109 between 8AM-4:30PM Mon-Fri.

Advanced Directives:

What is an Advance Directive?

It is a written statement made by a patient, which states his/her preferences regarding medical treatment. The Advanced Directive will go into effect only when the patient is unable to communicate or make choices concerning his or her health care. Advance Directives may include, but are not necessarily a treatment preference plan, a Durable Power of Attorney for Health Care or a Living Will.

Treatment Preference Plan:

This lists medical situations, which a patient might encounter. This allows the patient to select or reject a treatment plan for each situation in advance.

Living Will:

(Instructive Directive) is an individual's statement of wishes regarding his/her life-prolonging treatments under specified conditions.

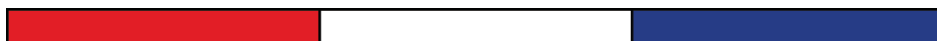
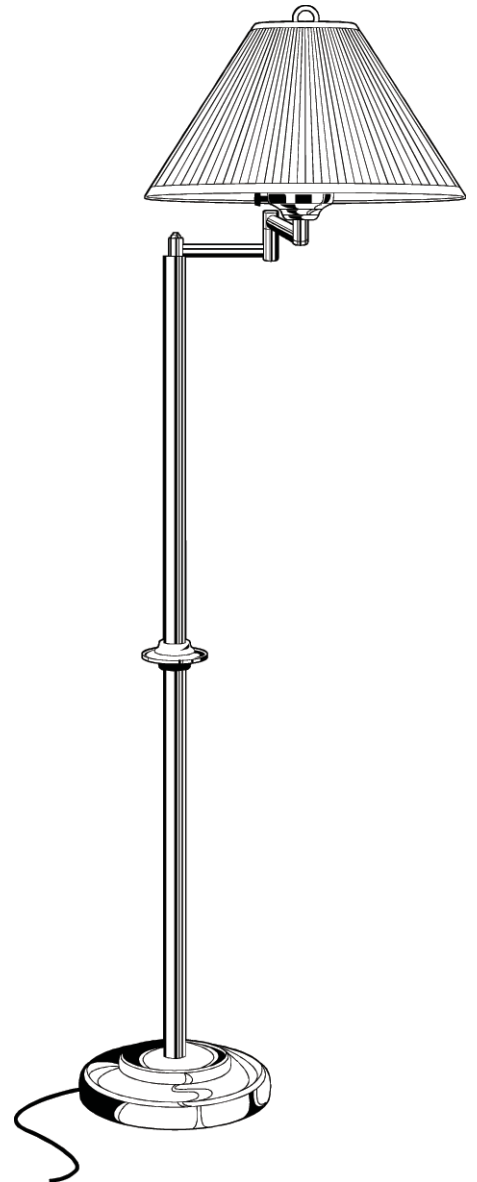
Your Wishes:

We encourage patients to consider executing an Advance Directive for health care to ensure that their wishes concerning life-prolonging treatment are carried out if they become unable to express themselves or designate someone to make health care decisions.

If you are considering executing an Advance Directive, we recommend discussing the issues with both your family, physician, Chaplain, and/or Ethics Committee. Your wishes as expressed in the Advanced Directive document will be followed as long as they do not conflict with usual Veterans Health Administration (VA) practices and procedures.

If a non-VA advanced directive is not valid under State law, but is sufficient to constitute a valid advanced directive, it will be honored. A deficient, non-binding advanced directive will not be honored, however will serve as evidence of your desires and may be utilized by a surrogate decision-maker in making decisions.

DNR means "Do Not Resuscitate."



Appointing Someone to Share Your Wishes:

(Proxy Directive) You may appoint a person (proxy/durable power of attorney for health-care) to make healthcare decisions for you in the event you are unable to do so. Your appointed proxy should be educated about your values, culture, feelings about extending life, religious beliefs if any, and specific beliefs if any that may affect your healthcare. The proxy does not have to be a relative.

How Do I Fill Out an Advance Directive?

Any person on your health care team can provide you with these forms. You do not need a lawyer to complete them. Please ask for further information if you need it. Two people must witness your signature at the time you sign the forms.

Witnesses can be:

- a neighbor.
- a friend.
- a member of another patient's family.
- staff that are not involved directly in your care such as chaplains, clerks, etc.

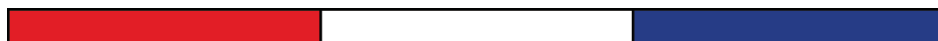
Witnesses cannot be:

- a member of your family or your surrogates.
- anyone paying your medical bills.
- anyone who may benefit from your death.
- any staff that takes care of medical needs such as doctors, nurses, etc.

After filling out the forms, make sure to give copies to your health care team and surrogate. A copy will be placed in your medical record. Keep the original for your own records. Remember, it is very important that your health care team knows your wishes. It is your right to accept or refuse medical care when you are ill. You can change your mind at any time about your decisions for treatment, but let us know when you do. You may also have your Advance Directive drawn up by a non-VA source. If you do so, please bring a copy with you for your VA medical record.

Remember:

- You can choose to be treated for one illness and not another if you have more than one health problem.
- You can always change your mind about any of your decisions.
- Talk to any member of your health care team for more information about Advance Directives.



Helpful Questions:

- Are my legal affairs in order?
- Have I made a will?
- Does my spouse or family member know where my important papers are kept?
- Do I need to make a plan for my spouse or family's care?
- How do I feel about organ or tissue donations?
- How and where do I want to be buried?

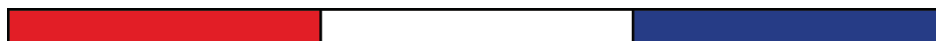
Patient Rights and Responsibilities:

Inpatients, Residents, and Community Living Center Rights and Responsibilities:

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other veterans and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

I. Respect And Non-Discrimination

- You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- As an inpatient or nursing home resident, you have the right to communicate freely and

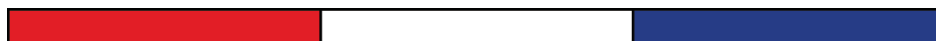


privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.

- As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

II. Information Disclosure And Confidentiality

- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.
- You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.



- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center’s Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.

- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

III. Participation in Treatment Decisions

- You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.



- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.

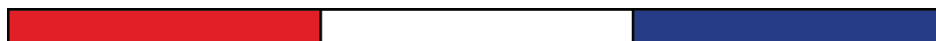
- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.

- You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.

- If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.

IV. Complaints

You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

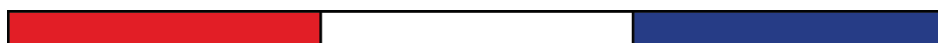


Community Living Center

- Our goal is to help residents to return to their family and community as soon as possible. We look forward to working with the residents and their families in making your stay both pleasant and productive.
- This guide provides general information about the Community Living Center (the name given to the VA's units designated for nursing home level of care). We hope this pamphlet answers some of your questions and helps you become acquainted with us.
- The therapy programs for each resident are individually designed to meet each resident's needs. Care plans are developed by staff with the active participation of the veteran, to include therapeutic goals. Therapies include nursing, rehabilitation, recreation and social programs. All residents are expected to accept responsibility for attendance at the therapies and programs designed to meet the goals set in order to meet their potential.

Our Philosophy:

- We believe that aging is a developmental process within the total life experiences of all people. In this respect, each person has a purpose in life and a potential for growth through the fulfillment of their physical, mental, spiritual and social needs.
- We believe in the dignity of each individual and acknowledge needs that are unique to each life situation.
- We believe that our purpose is to provide care with respect for the dignity, autonomy and individuality of each person. It is our goal to maintain a therapeutic environment that includes skilled nursing care, appropriate medical care, recreational and spiritual care.
- We believe through comprehensive nursing care, in an atmosphere which more



closely approximates normal living conditions, that our residents can make the transition back to home or community or enjoy the quality of life in the Community Living Centers.

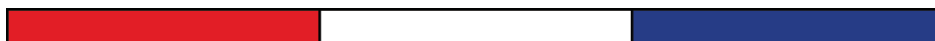
- We believe that care should be designed to assist each resident to maintain integrity, self-esteem and identity through the encouragement of their self-care abilities. Supportive care will be provided in assisting the resident to return home or to an appropriate community setting when necessary.
- Through an interdisciplinary approach and participation of resident and/or significant others, we will formulate care to meet the residents physical, emotional, social and spiritual needs.



Our Goal:

The Community Living Center (CLC) staff is dedicated to our residents. We promise to:

- Strive to maintain a high quality of resident care.
 - Provide a home-like, therapeutic environment
 - Endeavor to assist residents in regaining and maintaining their functional status. When a resident faces end of life care, it will be provided through a humanistic approach which will maintain the dignity of the individual.
 - Through an interdisciplinary approach, we will strive to formulate plans to meet the physical, emotional, social and spiritual needs of our residents.
- The goal of the Community Living Center is to assist resident in reaching their highest level of independence and to return to the community. Therefore, it is expected that the length of stay will not exceed 90 days or less.
- A treatment plan is developed to meet this goal. All involved staff working with the resident will help him/her and the family to prepare for this discharge.
- Special equipment is ordered as needed and any necessary medical, nursing or social work follow-ups are planned before the resident leaves the CLC.
- Referrals to community resources are also arranged and scheduled before discharge.
- Resident and family teaching is done as needed during the course of the Community Living Center stay to assist in providing a smooth transition to home or to a community



facility.

- The Community Living Center staff remains interested in the veteran and his/her family after discharge. The staff will continue to be a resource for the veteran and their families as needed. The resident can return to the hospital clinics for follow-up care by a staff physician.

Admissions:

When a resident is admitted to the Community Living Center, he/she will be placed on the unit that is most appropriate for meeting his/her needs. Upon admission the resident will be oriented to the unit and staff. A staff member will complete an in-depth assessment of the resident's needs and strengths. The resident will be helped in adjusting to his new surroundings and introduced to other residents and staff that will be working with him.

- The resident and family will be invited to attend an Interdisciplinary Team meeting to formulate and discuss a treatment and discharge plan. If there is something you do not fully understand, please ASK.



- Each program is designed to meet resident-specific needs. Socialization is an important part of our program. We welcome families and visitors to our units.
- In the event an eligible married veteran, eligible partners or significant others are accepted for admission, room accommodations will be provided unless there are medical or other limitations prohibiting such placement.

Bed Hold Policy:

The CLC residents who are transferred to the hospital for an acute illness will have a bed held for them in the CLC for up to 30 days.

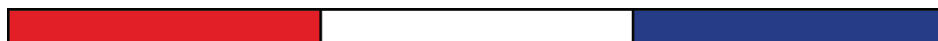
Discharge Planning:

Rehabilitation is the focus of the VA Hudson Valley Health Care System Community Living Center.

General Information

Residents and families should know the following:

1. NO Alcohol without direct permission from the ward physician.
2. The only medications allowed are those ordered by medical providers. Any medications brought in to the VA will be sent back home.
3. Pocket knives and double edged razors are not allowed at any time.



4. Our facility is a non- smoking institution and, while smoking is not encouraged, an outside area for Community Living Center residents to smoke is provided.
- Cigarettes are permitted only for residents who can safely and independently smoke and are able to independently go to designated smoking areas. Staff will regulate cigarettes and lighting materials.
 - Smoking is NOT permitted in any Community Living Center or hospital building.
5. To ensure the safety of all, each resident will be evaluated for other safety measures that might be required.

Use of Restraints:

A physical restraint is any device applied to a resident that interferes with some aspect of independent movement.

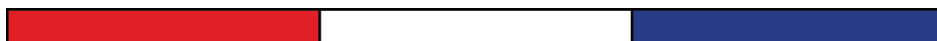


- It is the philosophy of the V A Hudson Valley Health Care System that in cooperation with our residents, we will create and maintain an environment that fosters the least restrictive environment.
- The permission of the resident or family is requested for a non-behavioral restraint when it is determined to be necessary.
- The need for a restraint will be determined as an alternative to ensure the safety of Community Living Center patients.
- Decisions for the need for non-behavioral restraints will be reviewed at treatment team meetings.
- A physical restraint for non-behavioral reasons requires an order by the medical provider.
- Please feel free to speak to your Medical Provider or Charge nurse if you have any questions regarding restraint usage.

Clothing & Personal Items:

Residents in the Community Living Center are encouraged to dress in their own clothes.

- Each resident is provided with a bureau and/or a locker for their personal items.
- Laundry service is provided for personal clothing of Community Living Center residents for those families who are unable to launder clothing.



- Clothing must be marked with the resident's name upon admission.

- All clothing needs to be given to the nursing staff to be marked before it is placed in the residents' locker or bureau, including any additional clothing brought to the resident.

- Families need to discuss clothing needs with the nursing staff on the resident's unit.



- The following is a list of the personal items and suggested clothing needs for our CLC residents:

- About 10 changes of clothing (wash and wear) and underwear. Staff may request additional amounts for certain needs.

- Pairs of comfortable shoes or sneakers

- Warm sweaters or jackets - appropriate hat for season

- Toilet articles, toothbrush, shampoo, comb, brush, aftershave/makeup, deodorant and a utility bag for storage.

- Meaningful personal possessions such as pictures and cards. Items may also be displayed on the bulletin boards in each room,

- Electric razor (labeled with resident's name)



- It is recommended that the family take valuables such as rings or jewelry home.

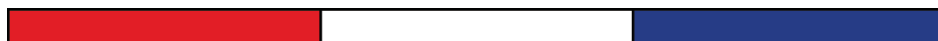
- When necessary a resident's clothing and effects can be stored in the clothing room located in the hospital. Space, however, is limited.

- Noise from personal radios and TV on the nursing home units can be bothersome to residents trying to rest in their rooms.

- We ask that the volume be maintained at a low level or that earphones are used. All radios /TV's need to be turned off by 11:00 PM.

Patient Funds:

A patient account can be opened with the Agent Cashier in the VA Hudson Valley HCS.



- Upon admission, a deposit of \$150.00 is requested. This covers personal needs (hair-cuts, outings, clothing and grooming articles).
- A balance of \$100.00 should be kept in the account in order to provide the resident with available funds for individual needs and activities.
- Deposits can be made by sending bank checks or money orders made out to the director and mailed to:

Patient Funds c/o (resident's name)
 V A Hudson Valley Health Care System P.O. Box 100;
 Montrose, New York 10548-0100
 Att: Castle Point or Montrose Campus



- The Medical Center will not be responsible for any funds or effects that the resident retains on the unit.
- We suggest that only a minimum amount of money (no more than \$5.00) be kept at the bedside at any one time.
- Withdrawals from your account may be made from the Patient Funds Clerk. Ask staff for the hours and location of patient funds at each campus.

CLC Unit Resident Council:

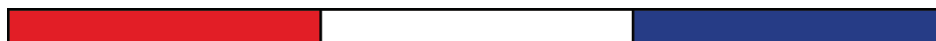
This council meets regularly on the Community Living Centers. Residents concerns and CLC activities are discussed.

- Residents are encouraged to attend.
- The Social Worker or his/her designee is the facilitator of the meeting. Other Medical Center staff attend when invited by the council to discuss specific concerns.
- The minutes of the meeting are posted on each unit's bulletin board.

Family/Visitors Council:

This council meets regularly in the Community Living Center. All families are invited to attend.

- This group is facilitated by the Community Living Center Social Worker.



- This council provides families with a forum to discuss general concerns related to the Community Living Center and ways to improve the residents' quality of life.

Care Management

Every resident will be assigned to a treatment team.

- Under this care management system, we will be able to provide a well-coordinated care experience for the residents and families and ensure that satisfactory clinical resident outcomes are met.
- In addition, the treatment team will integrate, coordinate and communicate the activities of multiple disciplines and effectively manage length of stay and resources.

Passes/Authorized Absence Pass

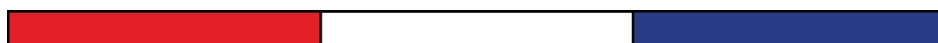
Patients residing in the Nursing Home /Community Living Centers may request permission to leave the premises to meet therapeutic goals. An authorized absence pass must be requested by the patient/family two days in advance. This request can be made at the Nurse's Station.

- The patient/family is required to provide the following information: 1) where they are going, 2) the name and telephone number of a responsible contact person, 3) date and time of departure with the date and time of return, and 4) the therapeutic goal (reason for the pass.)
- If approved per policy 111-10HV, the physician will write the order and specify medications to be taken during the pass. If at any time you or your family have questions or concerns, feel free to speak to a member of your treatment team.

Dental Services:

We work with residents, their families, and the treatment team to determine the dental needs of each resident.

- Together, we develop a dental health plan tailored for each resident.
- Our dentists and hygienist also conduct a preventative oral health program to educate residents, their families and the nursing staff in oral hygiene and self-care practices.
- Residents receive oral examinations including an oral cancer screening within four-



teen days of admission.

- Periodic dental check ups are scheduled and emergency or urgent care is available around the clock.
- Removable dentures of confused residents may be returned to their families or held with other personal property to prevent loss, damage or injury to residents.
- Feel free to contact unit staff, your VA dentist or the Dental Service with any concerns related to your dental care.

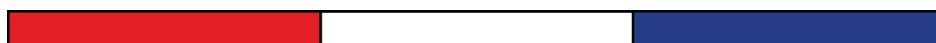
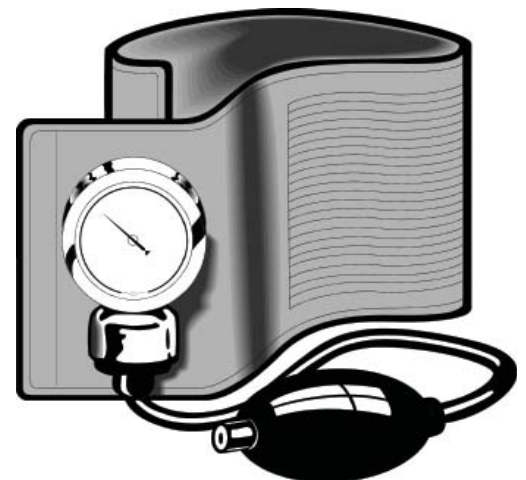
Nutrition & Food Services:

Nutrition and Food Service provides residents with three well balanced meals per day to help achieve and maintain good nutritional status.

- Diets may be modified as necessary to meet the resident's individual nutritional needs.
- Diets can also be modified in consistency for those who have difficulty chewing, swallowing or any other feeding problem
- The dietitian assigned to the unit makes an initial visit to all residents to assess their individual nutritional needs.
- Please make sure to check with the Nursing staff before giving bringing food in to make sure ... (check with dietitian.)
- Nutritional education is provided to residents and families in classes, individual sessions and through informational pamphlets.
- Residents are encouraged to eat in the dining areas on each unit.

Medical Services:

Medical Physicians and Nurse Practitioners are assigned to the Community Living Centers to provide each veteran with the care needed to reach the goals set in the treatment plan and to treat any acute or chronic illness that require care during the residents stay.



- The physician and/or the Nurse Practitioner provide a yearly physical examination, updates the plan of care, and attends the residents' treatment planning conferences.
- All areas of the resident's needs are assessed, both physical and mental. Recommendations for consultation with other care providers are made by the treatment team.
- A physician is available 24 hours a day for emergencies as well as ongoing evaluations to provide optimal health care.
- The unit physician and nurse practitioner work closely with all other health care services offered in the medical center to provide total care.
- Every resident/family will be invited to participate in treatment team planning.

Mental Health Services:

A psychiatrist is a doctor who prescribes treatments, tests and or medication for mental/emotional disorders.

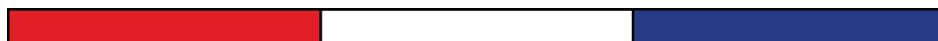
- In the Community Living Centers, the psychiatrist works as a consultant through the request of the primary care provider and provides the mental health care for acute and chronic conditions.
- Psychologists are doctoral trained mental health professionals who also are part of the treatment team.
- They see residents on the request of the primary care provider and treatment team.
- Psychologists provide assessments through interview and testing. Individual and group therapy, family therapy, treatment team consultation and patient management are available if needed.

Nursing Services:



Nursing service is dedicated to providing a therapeutic environment in which the resident is treated in a humanistic, comprehensive and competent manner.

- All newly admitted resi-



dents receive a comprehensive nursing assessment by a Registered Nurse (RN).

- Nursing care is provided 24 hours a day, seven days a week by a Nurse Manager (NM), Registered Nurses (RN's), Licensed Practical Nurses (LPN's) and Nursing Assistants (NA's).

Recreation Services:

Recreation Therapy staff is responsible for meeting the recreational/leisure needs of all the residents.

The recreation therapist is a member of the interdisciplinary treatment team.

- Upon admission, the recreation therapist completes a thorough assessment of each resident. The recreation therapist assesses the resident's strengths and weakness as well as interests and abilities. Leisure activities and the ability to pursue them are integral parts of a resident's recovery.

- Participation in recreation therapy programs results in a greater independence, increased self-esteem, interaction with others and an overall sense of well being.

- Programs are scheduled at a variety of times including weekends and evenings to enable the greatest number of residents to participate.



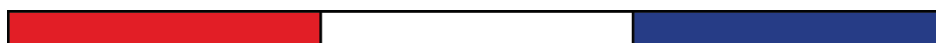
Rehabilitation Services:

Rehabilitation therapy is the treatment of disease, injury or disability to increase functional ability. Patients are treated on an individual basis to:

- Increase strength, range of motion.
- Restore and/or increase ambulatory abilities.
- Teach transfer and dressing techniques.
- Reduce pain syndromes.

Evaluation and ordering of adaptive equipment and testing and diagnostic tests are also done.

Home visits are done to assess what equipment and special needs the resident may need to allow the resident to be discharged to

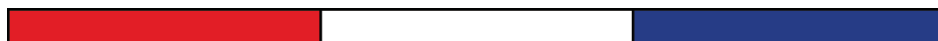


home.

Social Work Services:

Social workers place emphasis on social and psychological concerns of the resident and the family. Areas addressed include discharge planning, financial issues, community resources, and adjustment to physical and mental health conditions.

- Appropriate referral for placement and returning to the community are made once the resident is no longer in need of the care we provide in the Community Living Centers or when we can no longer meet the needs of the resident.
- Social workers will meet with residents and family members individually and in groups. Respite services for residents who return to their homes are also available.



Maps and Phone Directory

VA Network Billing	888-440-9587
VISN03 Dial-a-Nurse	800-877-6976
Pharmacy Easy Refills	888-389-6528
<i>See Pg 16 for instructions</i>	

Miscellaneous:	Castle Point	Montrose
Admissions	5103	2306
Agent Cashier	5289	2179
Billing	5352	
Chaplain	5408	2125
Clothing Room	5433	3703
Insurance	5632	
Library Program		2621/2360
Lost & Found (VA Police)	5211	2509
NYS Dept Mental Hygiene	(914) 592-4275	
Prosthetics	5143/5662/5763	2524
Patient Effects	5858	3370
Release of Information	5622	2532
Travel Information	5145	2173
Volunteer Program	5135	3715
Vision Impaired	5748	2585



Satellite Clinics:

Carmel, NY	845-228-5291
Goshen, NY	845-294-6927
Monticello, NY	845-791-4936
New City, NY	845-634-8942
Port Jervis, NY	845-856-5396
Poughkeepsie, NY	845-452-5151
Pine Plains, NY	518-398-9240

Mental Health Hotline Mobile Crisis Resources Protective Services

Connecticut:

- Mental Health Crisis Hotline (24hrs)
(888) 447-3339
- Mental Health Mobile Crisis (24hrs)
(888) 447-3339

New York:

COLUMBIA COUNTY

- Mental Health Crisis Hotline (24hrs)
(518) 828-9446
- Adult Protective Services
(518) 828-9411

DUTCHESS COUNTY

- Emergency Psychiatric Care Center (EPCC) (845) 431-8892
- Helpline (24hrs) (845) 485-9700
- Mobile Crisis Team (8:30-5:00pm)
(845) 486-3000
- Adult Protective Services
(845) 486-3190

ORANGE COUNTY

- Mobil Crisis Team (24hrs)
(888) 750-2266
- Helpline (24hrs) (800) 832-1200
- Adult Protective Service
(845) 291-2800

PUTMAN COUNTY

- Crisis Team (24hrs) (845) 278-2100
- Adult Protective Services
(845) 225-7090

ROCKLAND COUNTY

- Crisis Assessment (24hrs)
(845) 364-2200
- Suicide Hotline (24hrs) (845) 354-2200
- Adult Protective Services
(845) 364-2020
- ACT Team (845) 268-1795

SULLIVAN COUNTY

- Mobile Mental Health Team (845) 791-7123 or (800) 710-7083
- Adult Protective Services
(845) 292-0100

ULSTER COUNTY

- Mobile Crisis (ACT Team) (24hrs)
(845) 340-4000
- Crisis Hotline (24hrs) (845) 338-2370
@ Benedictine Hospital Emergency Room
(845) 338-2500
- Adult Protective Services
(845) 334-5120

WESTCHESTER COUNTY

- Mobile Crisis Team (24hrs) @ Valhalla
(914) 493-7075 (914) 995-5000

NY State 24 hour Domestic Violence
Hotline:

English: (800) 942-6906

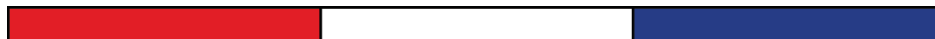
Spanish: (800) 942-6908

Victims Assistance Services (24 hr Rape
Crisis Hotline) (914) 345-9111

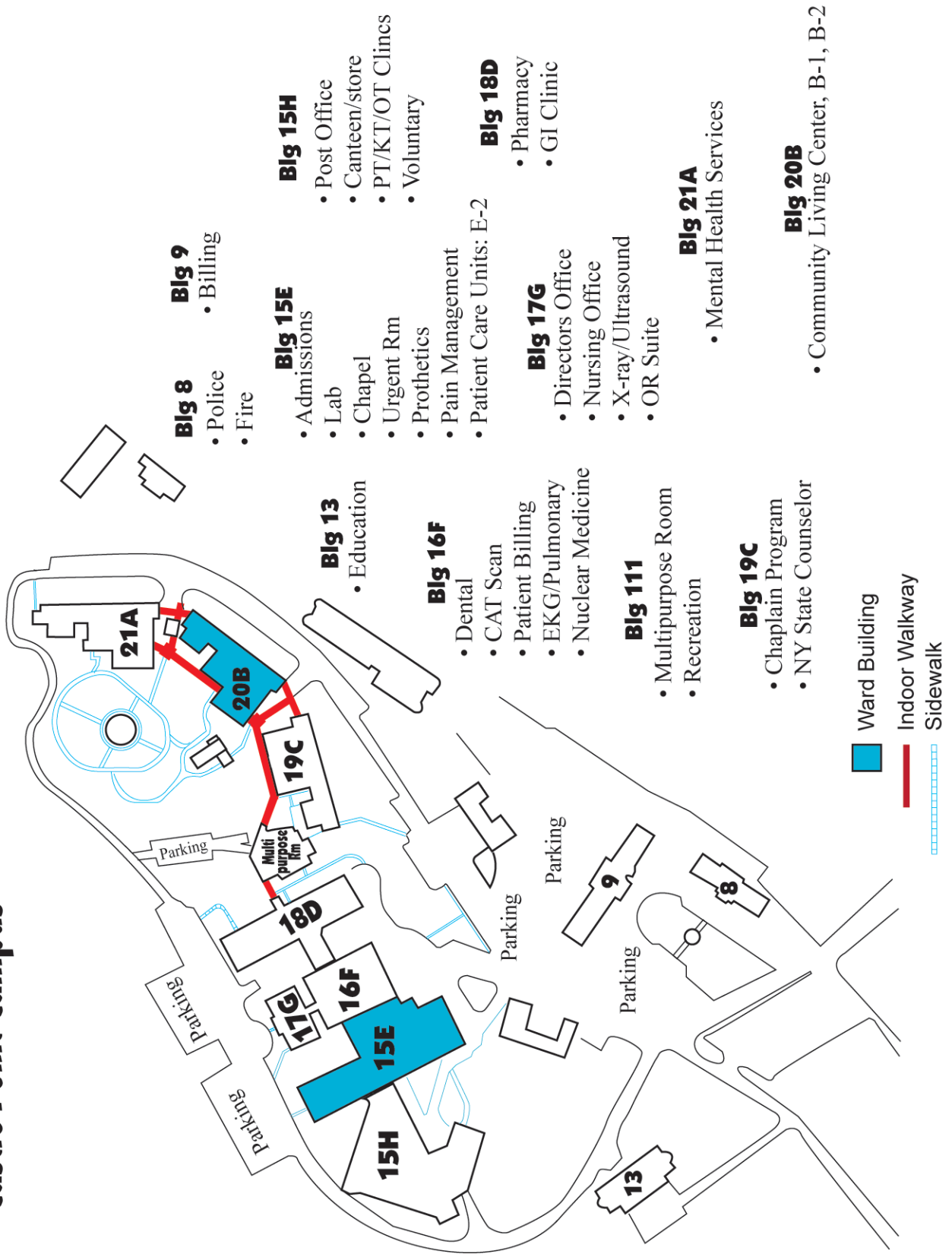
NATIONAL:

National Eldercare Locator: (800) 677-1116

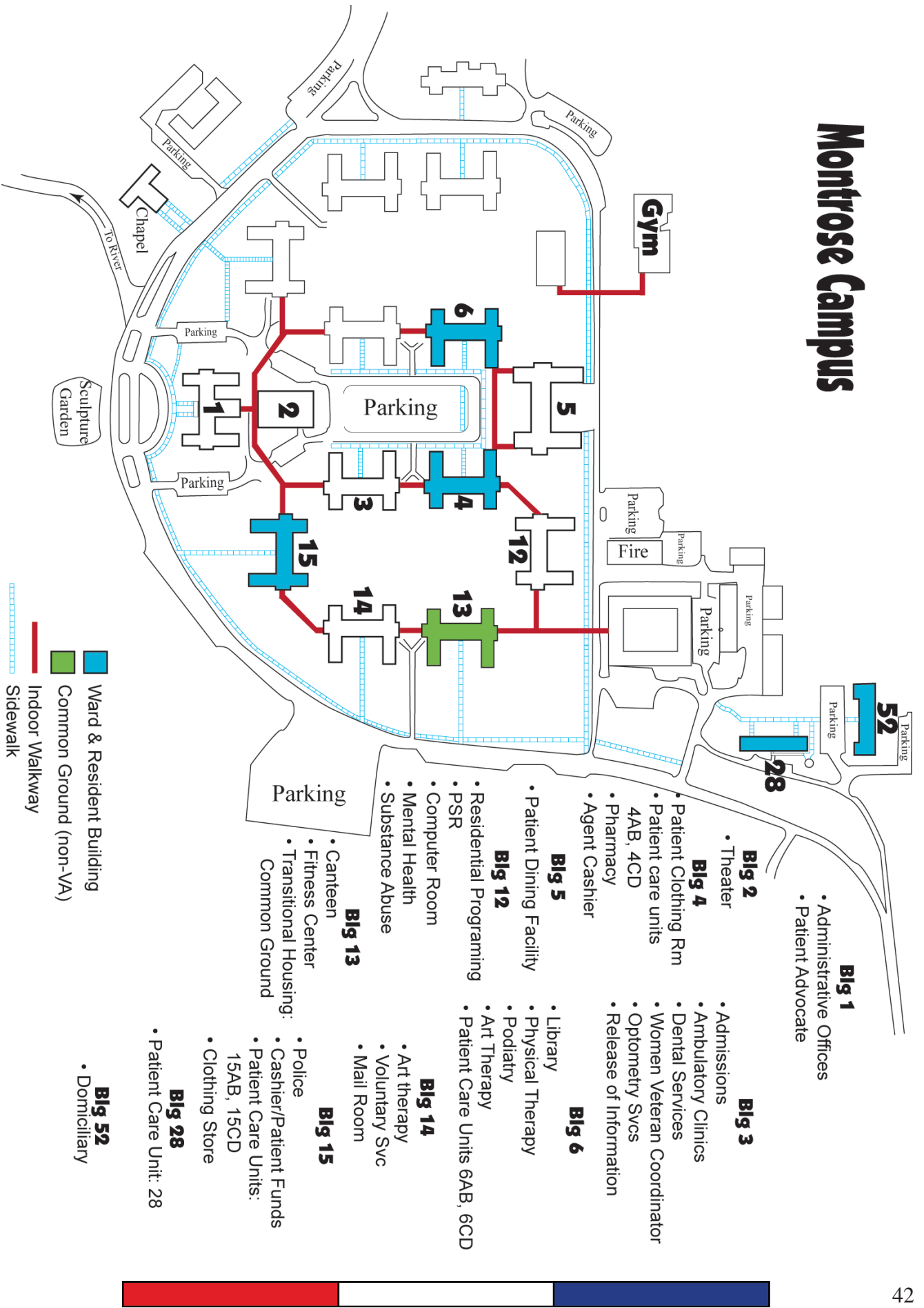
NY State Office for the Aging: (800) 342-9871



Castle Point Campus



Montrose Campus



- Ward & Resident Building
- Common Ground (non-VA)
- Indoor Walkway
- - - Sidewalk

- Blg 1**
- Administrative Offices
 - Patient Advocate

- Blg 2**
- Theater

- Blg 4**
- Patient Clothing Rm
 - Patient care units 4AB, 4CD
 - Pharmacy
 - Agent Cashier

- Blg 5**
- Patient Dining Facility

- Blg 12**
- Residential Programming
 - PSR
 - Computer Room
 - Mental Health
 - Substance Abuse

- Blg 13**
- Canteen
 - Fitness Center
 - Transitional Housing: Common Ground

- Blg 14**
- Art therapy
 - Voluntary Svc
 - Mail Room

- Blg 15**
- Police
 - Cashier/Patient Funds
 - Patient Care Units: 15AB, 15CD
 - Clothing Store

- Blg 28**
- Patient Care Unit: 28

- Blg 3**
- Admissions
 - Ambulatory Clinics
 - Dental Services
 - Women Veteran Coordinator
 - Optometry Svcs
 - Release of Information

- Blg 6**
- Library
 - Physical Therapy
 - Podiatry
 - Art Therapy
 - Patient Care Units 6AB, 6CD

- Blg 52**
- Domiciliary



Notes

