



DOWNSTATE HEALTH

Welcome to University Hospital at Downstate

Your health is our priority



Electronic Access to Welcome Folder



myDownstateCare Patient Portal



Electronic Patient Care Access



Electronic Games Access

Please notify your Care Team if you have any questions not covered in this packet.



LETTER FROM THE CHIEF EXECUTIVE OFFICER

Greetings,

Welcome to University Hospital at Downstate (UHD). Your care needs are our priority, and we're glad you chose us to assist you on your road to recovery.

Our mission, as the only health sciences university hospital in Brooklyn, is to achieve health equity in our communities through outstanding patient care, research, and education. Our vision is to be the best place to get care and the best place to give care. Our values are embedded in what we do every day as **'WE CARE'**:

- W**elcoming to all
- E**quitable
- C**ollaborative
- A**ccountable
- R**espectful
- E**xcellence in operation

Our goal for the duration of your care is to help you get back to being an active member of the community with the highest quality of life possible.

While here, you will meet your welcoming and supportive care team including nurses, doctors, nutritionists, social services, along with many others in your area of medical, physical, mental rehabilitative and social service needs.

We are here to serve your health care needs while facilitating improvements in your functional independence. We want to make your stay with us as pleasant and productive as possible, so please do not hesitate to let us know how we can enhance your care experience and support your recovery.

Thank you for choosing UHD for your healthcare needs. Please feel free to let us know how we can continue to improve the care and experience for our patients. We look forward to supporting you during your stay or care at UHD.

Balavenkatesh Kanna

Balavenkatesh Kanna, M.D., MPH, FACP, FACHE
Chief Executive Officer,
University Hospital at Downstate (UHD)
Vice President of Hospital Affairs

Patient Relations Staff



Paulina Marfo-Boateng RN, MSN
Chief Experience Officer



James Carney
Patient Advocate



Eileen Jesse
Patient Advocate



Carl Roberts
Patient Advocate



Patient and Visitor Information

Brooklyn Free Clinic

We are a student-run free clinic. A fully-board-certified physician supervises our work and helps us with clinical decision-making. We are committed to addressing health disparities in Brooklyn through service. We envision a world in which every patient has the resources they need to be healthy.

Appointments: (347) 688-6655

Location: 470 Clarkson Ave, Suite A, Brooklyn, NY 11203.

Department of Social Services

Inpatient Services

Hours: Monday to Friday, 9:00 AM to 5:00 PM

Phone: (718) 270-2005

HEAT Program

HEAT has a full-force clinic that provides comprehensive medical care, case management, HIV counseling and testing (C/T), mental health care, treatment adherence, outreach, support services, transgender healthcare, and access to research for youth ages 13–29.

HEAT is also home to four outreach, education, and prevention programs: the Goddess Project, the Renaissance Project, Project Harmony and the Brooklyn is PrEP'd Project. Each program is dedicated to the wellness, empowerment, and health equity of youth in communities of color and youth living with HIV/AIDS.

Our team of highly qualified staff ensures all individuals receive compassionate care from people who understand their needs.

Hours: Monday to Friday, 9:00 AM to 5:00 PM

Phone: (718) 613-8543

Location: 450 Clarkson Ave, Brooklyn, NY 11203

Lori's Gift Shop

Candies, chips, clothing, greeting cards, balloons, flowers, and more

Hours: Monday to Friday, 10:30 AM to 6:30 PM

Phone: (718) 270-1713

Pastoral/Spiritual Care Services

Hospitalization can be a time of uncertainty, worry, and fear. Because personal faith beliefs, religion and what is sacred for many people plays an important part in coping with illness and recovery University Hospital at Downstate (UHD) makes every effort to provide an environment in which patients are comfortable practicing their faith and spiritual tradition.

All patients have the right to practice their own personal faith tradition or to practice no personal faith while in the hospital. UHD's Department of Pastoral and Spiritual Care protects the rights and confidentiality of all patients with regards to spiritual matters. To speak to a Chaplain or to request support contact the office numbers listed below or ask the staff to contact the Chaplain on call.

Hours: Monday to Friday, 9:00 AM to 5:00 PM

Phone: (718) 270-2594

(718) 270-2828

(718) 270-4921

(718) 221-6105

Location: First floor, Room A1-346

Retail Pharmacy

Outpatient Pharmacy. With our Meds-2-Beds program, you can leave the hospital with your medications in hand and start feeling better sooner. Ask your nurse or doctor about Meds-2-Beds to see if it's right for you.

Hours: Monday to Friday, 9:00 AM to 5:00 PM

Saturday, 10:00 AM to 4:00 PM

Phone: (718) 270-6337

Location: 470 Clarkson Ave, Brooklyn, NY 11203



Patient and Visitor Information



Guest Network for Internet Services

There is a free public wi-fi network for patient use while in the hospital.

Please connect your devices to the **DMC-GUEST** network for wi-fi access.

If you need further assistance connecting, ask any member of our staff.



Downstate Library

The Department of Volunteer Services has a library full of books that you can read while you're here. If you are interested in reading while recovering, contact:

Ms. McCalman-Oxley

Volunteer Coordinator

(718) 270-2844

From your nurse's station ext. 2844



Important Numbers

If you are in need of any social services, reach out to the following:

Department of Social Work

(718) 270-2005

From the nurse's station ext. 2005

If you have any complaints or concerns contact:

Department of Patient/Guest Relations

(718) 270-1111

From the nurse's station ext. 1111

For any other questions or concerns, contact:

The Operator

(718) 270-1000

If you need to schedule or reschedule an appointment:

Appointment Center

(718) 270-7207



Storing Your Belongings



Eyeglasses, Hearing Aids, and Dentures

- Keep these important belongings in their proper containers in your bedside drawer. In the intensive care unit, speak with your nurse about the best place to store your belongings.
 - Do not leave eyeglasses, hearing aids, or dentures on top of your bed, under your pillow or on your bedside table where they can easily fall or get lost in your bed sheets.
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Clothing

- If you bring clothes from home, keep them in the closet in your room, in your bedside table drawer, or in your suitcase.
 - Dirty clothes may be sent home with a loved one. Please do not put dirty clothes on the floor or under the bed.
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Valuable Items

- Leave valuable items at home. This includes items such as jewelry, watches, money, and credit cards.
- If you have valuable items with you, you may request to place them in a safe at the hospital. The admitting staff or your nurse will place the items in the safe and give you a receipt. You may claim your valuables when you are discharged.
- Never leave valuable items in your room while you are away for testing or surgery.

Downstate is not responsible for the loss of any valuables that are not placed in our safe or for loss of personal property kept by the patient.



Infection and Injury Prevention

Preventing Infections

What you can do:

- Clean your hands and remind others to clean theirs too.
- Use hand sanitizer gel or wash your hands with soap and water after using the bathroom, before eating, or after touching anything that might be soiled.
- Cover your mouth and nose when sneezing or coughing by using tissues or your elbow.
- If you have a condition that requires isolation, we will post a sign on your room door, and caregivers and visitors will be required to wear a protective gown and gloves, and in some cases, a mask.
- If you are in isolation, speak to your nurse before leaving your room.

What others can do:

- Your caregivers are required to wash or sanitize their hands before and after seeing a patient.
 - Don't hesitate to remind your caregivers to clean their hands or wear gloves.
 - Make sure all visitors wash or sanitize their hands before and after seeing you.
 - Visitors who feel sick should not visit. Instead, they should call, send a text message, or e-mail.
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Preventing Pressure Injuries

Pressure injuries (bed sores) are caused by constant pressure against your skin. These sores are more likely to form if you lie in bed or sit in a chair for a long time. They usually happen over bony areas, such as your tailbone, hips, elbows, heels, and shoulders. Pressure injuries also can occur in places where skin folds over on itself.

How you can prevent them:

- Change positions at least every two hours if you are confined to a bed.
- Change positions as often as every 15 minutes if you are in a chair or wheelchair.
- Do not slide across sheets or slump in a chair or bed.
- Do not sleep in a recliner chair.
- Use special support surfaces to help reduce and spread pressure. Ask your health care team which support surfaces are right for you.
- Eat healthy foods with plenty of protein.



Lost and Found

Did You Lose Something?

The Lost and Found is at the Security Desk in the lobby. Report lost or misplaced items.

You will be asked to leave:

- Your first and last name and date you went home from the hospital.
- Your contact information, including a phone number and e-mail address.
- A detailed description of the items you lost or misplaced.

Found Items

We try our best to find and return lost items to their owners. If your item is found, we will contact you to arrange to return your property. Found items are held for 30 days.

How to Claim an Item

- You must show a photo ID to claim your item from the Lost and Found.
- Items can be claimed between 8:00 AM and 5:00 PM, Monday through Friday.
- Other arrangements can be made upon request.

Lost and Found Contact Information

Security Office: (718) 270-2626

Patient Relations: (718) 270-1111

Hours: Monday to Friday, 8:00 AM to 5:00 PM



Guest Meals from Cafeteria Menu (Sample)

Cafeteria Hours

Monday to Friday, 6:30 AM to 6:30 PM
Saturday to Sunday, 7:00 AM to 2:30 PM

Cafeteria Information

For information, call (718) 270-8833.

Before placing your order, please inform your server if you have a food allergy.

MONDAY

Soups Homestyle Chicken Noodle Soup (12 oz), Ham & Swiss Sandwich

Today's Special Pot Roast, Curry Chicken, Eggplant Parmesan

Sides Country Mashed Potatoes, Baby Carrots

TUESDAY

Soups Vegetarian Split Pea Soup (12 oz)

Today's Special Crab Imperial Stuffed Flounder, Smothered Chicken, Tofu Vegetable Stir-Fry

Sides White Seasoned Rice, Fresh Okra

Action Shrimp & Grits

WEDNESDAY

Soups Italian Wedding Soup (12 oz)

Today's Special Jerk Chicken Thighs, Beef Bolognese, Baked Ziti with Marinara

Sides Rice and Peas, Sautéed Bok Choy

THURSDAY

Soups Creamy Broccoli and Cheddar Soup (12 oz)

Today's Special Grilled Salmon with Mango Sauce, Southern Fried Chicken, Pepper & Onion Fajita Quiche

Sides Blanched Yucca, Sautéed Cabbage & Onion

FRIDAY

Soups Boston Clam Chowder (12 oz)

Today's Special Butter Crumb Cod, Chicken & Mushrooms in Wine Sauce, Vegetable Lasagna

Sides Egg Noodles, Garlic Sautéed French Green Beans



Inpatient Units

NS 24 CTICU NS 26 CCU	(718) 270-2138 (718) 270-2436
NS 81, CPCU & Stepdown	(718) 270-2822 / 7216 (718) 270-3324 / 7367
NS 32 Post-Partum NS 31 L&D	(718) 270-2088 (718) 270-2012
NS 42 Peds / 35 NICU x2098 NS 43 PICU	(718) 270-2808 (718) 270-2806
NS 33 MICU	(718) 270-2701
NS 82 Transplant Acute NS 63 In-patient Dialysis	(718) 270-2824
Catherization Lab, (NS23) PIRR, IRAD, Bronchoscopy, Electrophysiology (EPS)	(718) 270-4278
NS 72/74 Rehab, M/S, Ortho, Infusion	(718) 270-3785 / 3786
NS71/73 Epil, Stroke & Neuro	(718) 270-1644 / 2304
NS 61 Med/Surg, NS 62	(718) 270-2816 / 2850
Emergency Services	(718) 270-4580



Employee of the Month



The Employee of the Month Recognition Award honors and recognizes the care provided by our compassionate and caring staff.

Nominate a member of your care team for our Employee of the Month Recognition Award!

We Care.

Welcoming to all

Equity

Collaboration

Accountability

Respect

Excellence



DOWNSTATE HEALTH

Department of Patient and Guest Relations | University Hospital at Downstate
445 Lenox Road, Box 133, Brooklyn, New York 11203 | (718) 270-1111

We Want to Improve, and You Can Help.

You may receive a survey asking about your visit. Please complete the survey and return it. We will use your feedback to make improvements.

Our vision is to be the best place to get care and the best place to give care.



**Tell us, we'll make
it happen!**

Could you tell us one thing we
can do to make your stay at
Downstate exceptional?



Patient Stories



Date:

Name:

Department/Unit:

Tell us your story:



Floor Plan

Entrance/Security Check in 470 Clarkson Avenue

 **Outpatient Pharmacy**

 **Emergency Room Entrance**

Clinical Services/The Lab

- Outpatient Laboratory
- Outpatient Specialty
- Clinic Registration

Suite A

- Allergy
- Internal Medicine
- Hematology/Oncology
- Renal/Nephrology
- Brooklyn Free Clinic
- Endocrinology
- Gastroenterology
- Rheumatology
- Sleep Study
- Neurology

Suite B

Family Medicine (Private Clinic)

Suite C

- Arthritis
- Cardiology
- Coumadin
- Dermatology
- Epilepsy
- Nephrology
- Infectious Disease
- Hepatology
- Adult/Pediatric Neurology
- Neuro-behavior/Spina Bifida
- Neuro-psychology
- Podiatry
- Transplant

Suite D

Pediatrics

Emergency Department

- Emergency Room
- Pediatric ER
- Radiology/MRI/CT Scan

Suite G

- Obstetrics
- Gynecology
- Family Planning
- Midwifery
- Uro-gynecology
- Reproductive Endocrine/Infertility

Suite H

- Otolaryngology/ENT
- Photo Therapy
- Audiology

Suite I

- Adult Urology
- Endocrine/Diabetes
- Dermatology
- Arthritis
- General Surgery
- Pediatric Surgery

Suite P

Pre-Procedure Testing

Suite J

- S.T.A.R.
- Audiology

Hallway

Hallway to exit and elevators

 **Elevators**

Security Check in/Visitors and Patient Information

 **Restrooms**

Main Entrance 445 Lenox Road



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