

# What You Need To Know As A Patient



Stony Brook **Medicine**

# Table of Contents

<b>I. We Speak Your Language</b>	<b>1</b>
<b>II. My HealtheLife Patient Portal</b>	<b>3</b>
<b>III. Healthix HIE (Health Information Exchange)</b>	<b>3</b>
<b>IV. Smoking Cessation</b>	<b>3</b>
<b>V. Financial Care</b>	<b>4</b>
<b>VI. Your Rights and Responsibilities as a Patient</b>	<b>6</b>
Patients' Bill of Rights in a Hospital	7
Parents' Bill of Rights	8
Patients' Bill of Rights for Diagnostic & Treatment Centers (Clinics)	9
Patient Bill of Rights Under New York State Mental Hygiene Law	10
Breastfeeding Mothers' Bill of Rights	11
New York State & Federal Benefits for Qualified Veterans & Their Families	13
Pain Management	18
Preventing Blood Clots	20
Notice of Privacy Practices	20
Your Rights and Protections Against Surprise Medical Bills	21
<b>VII. Questions About Your Rights</b>	<b>23</b>
<b>VIII. Helpful Phone Numbers</b>	<b>23</b>

# I. We Speak Your Language

Stony Brook Medicine complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Stony Brook Medicine does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, or physical or intellectual disability.

## Stony Brook Medicine:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

## If you need these services, contact:

### Stony Brook

#### University Hospital

Roseanna Ryan

Director of Patient Advocacy and  
Language Assistance Services

Phone **631-444-2880**

### Stony Brook

#### Eastern Long Island Hospital

Janet Jackowski

VP, Behavioral Health and  
Social Services

Phone **631-477-5710**

### Stony Brook

#### Southampton Hospital

Eylin Loria

Director of Diversity, Equity,  
Inclusion and Language Services

Phone **631-726-8331**

If you believe that Stony Brook Medicine has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity, you can file a grievance with:

### Stony Brook University Hospital

Roseanna Ryan

Director of Patient Advocacy and  
Language Assistance Services

101 Nicolls Road, Hospital,

Level 5, Room 540

Stony Brook, NY 11794-7522

Phone **631-444-2880** or

Fax **631-444-6637**

Email **Roseanna.Ryan@**

**stonybrookmedicine.edu**

### Stony Brook

#### Eastern Long Island Hospital

Janet Jackowski

VP, Behavioral Health and Social Services  
Stony Brook

Eastern Long Island Hospital

201 Manor Place

Greenport, NY 11944

Phone **631-477-5710**

Email **Janet.Jackowski@**

**stonybrookmedicine.edu**

### Stony Brook

#### Southampton Hospital

Mark Strecker

Executive Director,  
Patient and Guest Services

240 Meeting House Lane

Southampton, NY 11968

Phone **631-726-8941**

Email **Mark.Strecker@**

**stonybrookmedicine.edu**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Stony Brook University/SUNY is an affirmative action, equal opportunity educator and employer.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame a Stony Brook Hospital e Eastern Long Island: 1-631-444-2880/Southampton Hospital: 1-631-726-8331.

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.

Telefono në Stony Brook Hospital dhe Eastern Long Island: 1-631-444-2880 / Southampton Hospital: 1-631-726-8331.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. يمكن الاتصال بمستشفى

.Southampton Hospital: 1-631-726-8331 مستشفى / Eastern Long Island: 1-631-444-2880 Stony Brook Hospital مستشفى

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে।

Stony Brook Hospital and Eastern Long Island কল করুন: 1-631-444-2880 / Southampton Hospital: 1-631-726-8331.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

請致電 Stony Brook Hospital and Eastern Long Island : 1-631-444-2880 / Southampton Hospital : 1-631-726-8331 。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le

Stony Brook Eastern Long Island Hospital au : 1-631-444-2880 / le Stony Brook Southampton Hospital au : 1-631-726-8331.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.

Rele Stony Brook ak Eastern Long Island Hospital: 1-631-444-2880 / Southampton Hospital: 1-631-726-8331.

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες

παρέχονται δωρεάν. Καλέστε το Stony Brook Hospital and Eastern Long Island στο: 1-631-444-2880 /

το Southampton Hospital στο: 1-631-726-8331.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.

Chiamare Stony Brook Hospital and Eastern Long Island: 1-631-444-2880 / Southampton Hospital: 1-631-726-8331

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

Stony Brook Eastern Long Island Hospital(스토니 브룩 이스턴 롱 아일랜드 병원)에 1-631-444-2880번으로 /

Southampton Hospital(사우스햄튼 병원)에 1-631-726-8331번으로 연락해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Numer telefonu do

szpitala Stony Brook Hospital i Eastern Long Island Hospital: 1-631-444-2880 / numer telefonu do szpitala

Southampton Hospital: 1-631-726-8331.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Звоните в больницу Stony Brook Eastern Long Island Hospital по телефону: 1-631-444-2880 / в больницу

Southampton Hospital по телефону: 1-631-726-8331.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Tawagan ang Stony Brook Hospital at Eastern Long Island: 1-631-444-2880 / Ospital ng Southampton: 1-631-726-8331.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔

سٹونی بروک ہسپتال اور ایسٹرن لانگ آئی لینڈ کو کال کریں: 1-631-444-2880 / ساؤتھیمپٹن ہسپتال: 1-631-726-8331

אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל.

רופט Stony Brook Hospital און Southampton Hospital: 1-631-726-8331 / Eastern Long Island: 1-631-444-2880

## II. My HealtheLife Patient Portal

Access your health care conveniently with the MyHealtheLife Patient Portal at Stony Brook Medicine. This secure online platform allows you to view your health records, medical history and communicate with your doctor.

Enrollment varies by age:

- **0–12:** Parents or guardians receive a proxy invitation from staff.

Children can be added to a parent's account.

*\*Tip: Ask for an invitation while at Stony Brook.*



- **13–17:** Adolescents complete a registration form and receive their own invitation.

Parent access is not available.

*\*Tip: Ask for an enrollment form and invitation while at Stony Brook.*



- **18+:** Adults can self-enroll with the QR code if their email or phone number is in their chart.

Staff can also send an invitation.

*\*Tip: Add your email and cell phone to your chart while at Stony Brook.*



Scan the QR code for more information.

## III. Healthix HIE (Health Information Exchange)

Healthix, the largest public health information exchange in New York State, enables the electronic sharing of health information between providers—including hospitals, long-term care facilities, home care agencies, and community physicians—in New York City, Long Island and surrounding areas. Most healthcare providers store information about your health in paper records or in computer systems that are only accessible to them. If you see more than one doctor, your records are likely stored in many different places, making it hard to pull them all together for a complete picture of your health.

Healthix supports technology that allows your doctors, nurses and other healthcare providers involved in your care, to share their medical records using a secure computer network. This technology will help your healthcare providers—like your doctor—make information about your health available to other providers you choose, so better care can be provided to you.

We will need your consent allowing us to access your health information, as well as your medical records, while you are being cared for at Stony Brook University Hospital. One of our Patient Access Services representatives will ask you for your consent and electronic signature.

## IV. Smoking Cessation

It is in the best interest of your health and the health of your family to stop smoking. We can help. If you are a smoker, ask your doctor or nurse about nicotine replacement. The New York State Smokers' Quitline offers free counseling and nicotine replacement. Call **866-697-8487 (866-NY-QUITS)** or visit **nysmokefree.com**. The Suffolk County Department of Health also offers a six-week program to assist you with quitting. To find a class near you, call **631-853-4017**.

# V. Financial Care

## Payment for Your Care

We realize that healthcare bills can be confusing. Patients should familiarize themselves with the terms and conditions of their insurance coverage. Those patients without insurance coverage are responsible for paying the full cost of their care.

## Help paying your bill

The hospital's Financial Assistance Program can help patients who are uninsured and those with limited insurance. Call the Customer Service/Patient Accounts (Patient Financial Services) Department for details at **631-444-4151**. A Medicaid representative is available to assist with the Medicaid application Monday through Friday, 8 am to 4 pm, and can be reached by calling **631-638-2203**. Stony Brook Eastern Long Island Hospital patients can call: Nassau Suffolk Hospital Services at **631-435-3000**; Stony Brook Southampton Hospital: **631-396-6404**.

**Non-emergency hospital patients** at Stony Brook University Hospital are entitled to receive information about how you will be charged for the services you receive. This is particularly important if you receive care that is not in your health plan's network, or if you are not covered by a health plan. Inpatient Hospitalization: Stony Brook is a participating provider in many health plan networks. However, some health plans use smaller networks for certain services they offer, so it is important to check whether we participate in your specific plan. Visit [stonybrookmedicine.edu/patientcare/oon/plans](http://stonybrookmedicine.edu/patientcare/oon/plans).

## Physician Services While You're in the Hospital

The physician services you receive while a patient in our hospital are not included in the hospital charges. Physicians who provide services at Stony Brook may be independent voluntary physicians. If your physician does not participate in your specific you may want to choose a different physician who does. Visit [doctors.stonybrookmedicine.edu/search](http://doctors.stonybrookmedicine.edu/search); [stonybrookmedicine.edu/patientcare/oon/md-charges](http://stonybrookmedicine.edu/patientcare/oon/md-charges).

## Specialty or Other Services While You Are Hospitalized

Stony Brook has contracts with a number of physician groups such as anesthesiologists, radiologists and pathologists so that they can provide services at our hospital. You should contact these groups directly to find out which health plans they accept. Visit [stonybrookmedicine.edu/patientcare/oon/contract-charges](http://stonybrookmedicine.edu/patientcare/oon/contract-charges).

## Understanding Your Hospital Charges

We created a sample list of charges for our most common hospital procedures. Please keep in mind that these charges are just examples. There are different factors that affect what a patient actually pays depending on specific contracts that a health plan, insurer or other third-party payer (like Medicare) may have with us. Insured, in-network patients are usually only responsible for copayments, coinsurance and/or deductibles. Visit [stonybrookmedicine.edu/patientcare/oon/charges](http://stonybrookmedicine.edu/patientcare/oon/charges).

## If You Don't Have Health Insurance

Contact our Financial Assistance Office to see if you may be able to get help paying for your hospital bills at **631-444-4151**. Visit [stonybrookmedicine.edu/patientcare/oon/financial-assistance](http://stonybrookmedicine.edu/patientcare/oon/financial-assistance).

## Financial Assistance Program

Stony Brook University Hospital recognizes that there are times when patients in need of care will have difficulty paying for services provided. The hospital's Financial Assistance Program provides discounts to qualifying individuals, based on income.

### **Who qualifies for a discount?**

A financial aid application is offered to patients who have limited income, have no health insurance, are underinsured or would like to be screened for discount eligibility. You cannot be denied medically necessary care because you need financial assistance. You may apply for a discount regardless of immigration status. Everyone in New York State who needs emergency services and non-emergency, medically necessary services at Stony Brook University Hospital can receive care and may be eligible for assistance based on income limits that have been established by federal guidelines.

### **Can someone explain the discount? Can someone help me apply?**

Yes. Free confidential help is available. Call our Financial Assistance Office at **631-444-4151**. If you do not speak English, someone will help you in your own language. The financial counselor can tell you if you qualify for free or low-cost insurance, such as Medicaid, Family Health Plus and Child Health Plus. If the counselor finds that you don't qualify for low-cost insurance, he or she will help you apply for a discount. The counselor will help you fill out the forms and tell you what documents you need to bring.

### **How do I apply for a discount?**

A financial assistance application is available online at <https://www.stonybrookmedicine.edu/patientcare/oon/financial-assistance>. A financial assistance application can be sent to you upon your request if you call our Financial Assistance Office at **631-444-4151**. You will need to supply copies of all requested documentation. If you cannot provide these, you may still be eligible to apply for financial assistance.

### **Additional Healthcare Insurance Options**

For those who are under age 65 and who do not have a disability, you may be eligible for coverage through NY State of Health, the state's official health plan marketplace. For information, call **(855) 355-5777** or visit [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov). In order to apply for coverage, you may need to have proof of the following:

- Citizenship
- Immigration Status
- Social Security Number
- Residency
- Income

Individuals who are age 65 or older, or who have a disability, are blind and/or are in need of longterm care coverage, may be eligible for Medicaid. The New York State Department of Social Services requires a paper application to be submitted to your local center. Call Stony Brook Medicine's Financial Services at **631-444-7583**, or **4-7583** from a hospital phone, to make an appointment to apply for Medicaid.

### **For information regarding:**

- **Medicaid:** Call **516-326-0808 x3686**.
- **Extended Time Payments:** Call **631-444-4151**.
- **Financial Assistance Program** (sliding scale fee reduction based on income):  
Call **631-444-4151**, or visit <https://www.stonybrookmedicine.edu/patientcare/oon/financial-assistance>.

# VI. Your Rights and Responsibilities as a Patient

At Stony Brook Medicine, we respect your rights as a patient and strive to provide considerate, respectful healthcare based on your individual needs. The rights and responsibilities listed here include those rights you have as a patient under New York State law.

## Patients' Responsibilities

In addition to rights, as a patient or a visitor you also have responsibilities to help ensure a safe environment:

- 1) Provide to the best of your knowledge any information about your health history and a copy of your Health Care Proxy.
- 2) Be open with all health care personnel caring for you, and ask questions if you do not understand any directions or information given to you.
- 3) Be mindful that an abundance of visitors or excessive noise may be upsetting to other patients or visitors. We request a maximum of 2 visitors at the bedside to maintain a healing environment.
- 4) Support mutual consideration and respect by maintaining civil language and conduct in interactions with the hospital staff. Abusive or disrespectful behavior may result in your dismissal from Stony Brook Medicine care.
- 5) Smoking is not permitted in any Stony Brook Medicine property, buildings or parking lots/garage.
- 6) Stony Brook Medicine reserves the right to search patient rooms and belongings for illegal substances if illegal activity is suspected. Do not take drugs except those given to you by the Stony Brook Medicine staff. Do not consume alcoholic beverages or toxic substances.
- 7) Do not take pictures, videos or otherwise make any recordings on Stony Brook Medicine property of the hospital staff, patients, and visitors.
- 8) Protect your personal belongings, as you are responsible for any items that you keep in your possession.
- 9) Be prompt in your payment of hospital bills by providing the information necessary for insurance processing and asking questions you may have concerning the bill.

The Patients' Bill of Rights were drawn up as a means of achieving better communication between the patient and the healthcare team. If you have any questions regarding your rights and/or responsibilities at Stony Brook Medicine, or if you need help resolving a problem that can't be addressed by your healthcare team, please call the Department of Patient Advocacy. The Patient Advocate is here to help answer your questions about your hospitalization and assist in facilitating communication with your healthcare team.

Patient Advocacy  
Stony Brook University Hospital  
631-444-2880

Patient Advocacy  
Stony Brook Eastern Long Island  
631-477-5710

Patient Advocacy  
Stony Brook Southampton  
631-726-8941

You may also call the New York State Department of Health at 1-800-804-5447 or the Joint Commission at 1-800-994-6610 or via email at [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

## The following pages further outline your specific rights:

- Patients' Bill of Rights
- Parents' Bill of Rights
- Patients' Bill of Rights for Diagnostic & Treatment Centers (Clinics)
- Patient Bill of Rights Under New York State Mental Hygiene Law
- Breastfeeding Mothers' Bill of Rights
- New York State & Federal Benefits for Qualified Veterans & Their Families
- Pain Management
- Notice of Privacy Practices

# PATIENTS' BILL OF RIGHTS IN A HOSPITAL

## **As a patient in a hospital in New York State, you have the right, consistent with law, to:**

- (1) Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
- (2) Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, age or source of payment.
- (3) Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- (4) Receive emergency care if you need it.
- (5) Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- (6) Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
- (7) Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
- (8) Receive complete information about your diagnosis, treatment and prognosis.
- (9) Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
- (10) Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care — A Guide for Patients and Families."
- (11) Refuse treatment and be told what effect this may have on your health.
- (12) Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- (13) Privacy while in the hospital and confidentiality of all information and records regarding your care.
- (14) Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
- (15) Review your medical record without charge and, obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
- (16) Receive an itemized bill and explanation of all charges.
- (17) View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
- (18) Challenge an unexpected bill through the Independent Dispute Resolution process.
- (19) Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
- (20) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- (21) Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.

Public Health Law(PHL)2803 (1)(g)Patient's Rights, 10NYCRR, 405.7,405.7(a)(1),405.7(c)

# PARENTS' BILL OF RIGHTS

**As a parent, legal guardian or person with decision-making authority for a pediatric patient receiving care in this hospital, you have the right, consistent with the law, to the following:**

- 1) To inform the hospital of the name of your child's primary care provider, if known, and have this information documented in your child's medical record.
- 2) To be assured our hospital will only admit pediatric patients to the extent consistent with our hospital's ability to provide qualified staff, space and size appropriate equipment necessary for the unique needs of pediatric patients.
- 3) To allow at least one parent or guardian to remain with your child at all times, to the extent possible given your child's health and safety needs.
- 4) That all test results completed during your child's admission or emergency room visit be reviewed by a physician, physician assistant, or nurse practitioner who is familiar with your child's presenting condition.
- 5) For your child not to be discharged from our hospital or emergency room until any tests that could reasonably be expected to yield critical value results are reviewed by a physician, physician assistant, and/or nurse practitioner and communicated to you or other decision makers, and your child, if appropriate. Critical value results are results that suggest a life-threatening or otherwise significant condition that requires immediate medical attention.
- 6) For your child not to be discharged from our hospital or emergency room until you or your child, if appropriate, receives a written discharge plan, which will also be verbally communicated to you and your child or other medical decision makers. The written discharge plan will specifically identify any critical results of laboratory or other diagnostic tests ordered during your child's stay and will identify any other tests that have not yet been concluded.
- 7) To be provided critical value results and the discharge plan for your child in a manner that reasonably ensures that you, your child (if appropriate), or other medical decision makers understand the health information provided in order to make appropriate health decisions.
- 8) For your child's primary care provider, if known, to be provided all laboratory results of this hospitalization or emergency room visit.
- 9) To request information about the diagnosis or possible diagnoses that were considered during this episode of care and complications that could develop as well as information about any contact that was made with your child's primary care provider.
- 10) To be provided, upon discharge of your child from the hospital or emergency department, with a phone number that you can call for advice in the event that complications or questions arise concerning your child's condition.

Public Health Law (PHL) 2803(i)(g) Patients' Rights 10NYCRR, Section 405.7



# Patients' Bill of Rights for Diagnostic & Treatment Centers (Clinics)

**As a patient in a Clinic in New York State, you have the right, consistent with law, to:**

- (1) Receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, gender identity, national origin or sponsor;
- (2) Be treated with consideration, respect and dignity including privacy in treatment;
- (3) Be informed of the services available at the center;
- (4) Be informed of the provisions for off-hour emergency coverage;
- (5) Be informed of and receive an estimate of the charges for services, view a list of the health plans and the hospitals that the center participates with; eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care;
- (6) Receive an itemized copy of his/her account statement, upon request;
- (7) Obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand;
- (8) Receive from his/her physician information necessary to give informed consent prior to the start of any nonemergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision;
- (9) Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;
- (10) Refuse to participate in experimental research;
- (11) Voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York State Department of Health without fear of reprisal;
- (12) Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the patient or his/her designee with a written response within 30 days if requested by the patient indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center response, the patient may complain to the New York State Department of Health;
- (13) Privacy and confidentiality of all information and records pertaining to the patient's treatment;
- (14) Approve or refuse the release or disclosure of the contents of his/her medical record to any health-care practitioner and/or health-care facility except as required by law or third-party payment contract;
- (15) Access to his/her medical record per Section 18 of the Public Health Law, and Subpart 50-3. For additional information link to: [http://www.health.ny.gov/publications/1449/section\\_1.htm#access](http://www.health.ny.gov/publications/1449/section_1.htm#access);
- (16) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors;
- (17) When applicable, make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as health care proxy, will, donor card, or other signed paper). The health care proxy is available from the center;
- (18) View a list of the health plans and the hospitals that the center participates with; and
- (19) Receive an estimate of the amount that you will be billed after services are rendered.



**Department  
of Health**

# Patient Bill of Rights Under New York State Mental Hygiene Law

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All patients of Stony Brook University Hospital have a right to the posted Patient's Bill of Rights. Additionally, all patients in New York State psychiatric centers in New York State psychiatric centers have the rights listed below, unless there is a specific provision of another law — such as the Criminal Procedure Law or Correction Law for individuals admitted under these laws — which provides otherwise.

- Appropriate personal clothing.
- A safe and sanitary environment.
- A balanced and nutritious diet.
- Practice the religion of your choice, or no religion.
- Freedom from abuse and mistreatment by employees or other residents.
- Adequate grooming and personal hygiene supplies.
- A reasonable amount of safe storage space for clothing and other personal property.
- Reasonable privacy in sleeping, bathing and toileting areas.
- Receive visitors at reasonable times, have privacy when visited and communicate freely with people inside or outside the psychiatric center.
- Appropriate medical and dental care.
- An individualized plan for treatment and active participation in developing that plan.
- Contact the facility director, the Mental Hygiene Legal Service, Stony Brook Medicine's Department of Patient Advocacy or the New York State Office of Mental Health or the Justice Center about any questions or complaints.

If you have any questions regarding your rights or if you need help resolving a problem please contact Stony Brook University Hospital's Department of Patient Advocacy at **631-444-2880**, Stony Brook Eastern Long Island: **631-477-5710** or Stony Brook Southampton: **631-726-8941**. A Patient Advocate is here to help answer your questions about your hospitalization and provide a channel through which you can voice your concerns. You may also contact the New York State Department of Health at **800-804-5447** or The Joint Commission at **800-994-6610** or via email at **[complaint@jointcommission.org](mailto:complaint@jointcommission.org)**.

# Breastfeeding Mothers' Bill of Rights

Choosing how to feed her new baby is one of the important decisions a mother can make in preparing for her infant's arrival. Doctors agree that for most women, breastfeeding is the safest and healthiest choice. It is your right to be informed about the benefits of breastfeeding, and to have your health care provider, maternal health care facility, and child day care facility encourage and support breastfeeding. You have the right to make your own choice about breastfeeding. Whether you choose to breastfeed or not, you have the rights listed below, regardless of your race, creed, national origin, sexual orientation, gender identity or expression, or source of payment for your health care. Maternal health care facilities have a responsibility to ensure that you understand these rights. They must provide this information clearly for you, and must provide an interpreter, if necessary. These rights may be limited only in cases where your health or the health of your baby requires it. If any of the following things are not medically right for you or your baby, you should be fully informed of the facts and be consulted.

## (1) Before You Deliver:

If you attend prenatal childbirth education classes (those provided by the maternal health care facility and by all hospital clinics and diagnostic and treatment centers providing prenatal services in accordance with Article 28 of the Public Health Law), then you must receive the Breastfeeding Mothers' Bill of Rights. Each maternal health care facility shall provide the maternity information leaflet, including the Breastfeeding Mothers' Bill of Rights, to each patient or to the appointed personal representative at the time of prebooking or time of admission to a maternal health care facility.

You have the right to receive complete information about the benefits of breastfeeding for yourself and your baby. This will help you make an informed choice on how to feed your baby.

You have the right to receive information that is free of commercial interests and includes:

- How breastfeeding benefits you and your baby nutritionally, medically and emotionally;
- How to prepare yourself for breastfeeding;
- How to understand some of the problems you may face and how to solve them.

## (2) In The Maternal Health Care Facility:

- You have the right to have your baby stay with you right after birth, whether you deliver vaginally or by cesarean section.
- You have the right to begin breastfeeding within one hour after birth.
- You have the right to get help from someone who is trained in breastfeeding.
- You have the right to have your baby not receive any bottle feeding or pacifiers.
- You have the right to know about and refuse any drugs that may dry up your milk.
- You have the right to have your baby in your room with you 24 hours a day.
- You have the right to breastfeed your baby at any time day or night.



- You have the right to know if your doctor or your baby’s pediatrician is advising against breastfeeding before any feeding decisions are made.
- You have the right to have a sign on your baby’s crib clearly stating that your baby is breastfeeding and that no bottle feeding of any type is to be offered.
- You have the right to receive full information about how you are doing with breastfeeding, and to get help on how to improve.
- You have the right to breastfeed your baby in the neonatal intensive care unit. If nursing is not possible, every attempt will be made to have your baby receive your pumped or expressed milk.
- If you – or your baby – are re-hospitalized in a maternal health care facility after the initial delivery stay, the hospital will make every effort to continue to support breastfeeding, and to provide hospital-grade electric pumps and rooming-in facilities.
- You have the right to get help from someone specially trained in breastfeeding support, if your baby has special needs.
- You have the right to have a family member or friend receive breastfeeding information from a staff member, if you request it.

### (3) When You Leave The Maternal Health Care Facility:

- You have the right to printed breastfeeding information free of commercial material.
- You have the right, unless specifically requested by you, and available at the facility, to be discharged from the facility without discharge packs containing infant formula, or formula coupons unless ordered by your baby’s health care provider.
- You have the right to get information about breastfeeding resources in your community, including information on availability of breastfeeding consultants, support groups, and breast pumps.
- You have the right to have the facility give you information to help you choose a medical provider for your baby, and to help you understand the importance of a follow-up appointment.
- You have the right to receive information about safely collecting and storing your breast milk.
- You have the right to breastfeed your baby in any location, public or private, where you are otherwise authorized to be. Complaints can be directed to the New York State Division of Human Rights.
- You have a right to breastfeed your baby at your place of employment or child day care center in an environment that does not discourage breastfeeding or the provision of breast milk.
- Under section 206-c of the Labor Law, for up to three years following childbirth, you have the right to take reasonable unpaid break time or to use paid break time or meal time each day, so that you can express breast milk at work. Your employer must make reasonable efforts to provide a room or another location, in close proximity to your work area, where you can express breast milk in private. Your employer may not discriminate against you based on your decision to express breast milk at work. Complaints can be directed to the New York State Department of Labor.

These are your rights. If the maternal health care facility does not honor these rights, you can seek help by contacting the New York State Department of Health, or by contacting the hospital complaint hotline at **1-800-804-5447**; or via email at [hospinfo@health.ny.gov](mailto:hospinfo@health.ny.gov).



# New York State & Federal Benefits for Qualified Veterans & Their Families



Department of  
Veterans' Services

New York State Department of Veterans' Services  
2 Empire State Plaza, 17th Floor  
Albany, NY 12223-1551

1-888-VETS NYS  
(1-888-838-7697)  
[www.veterans.ny.gov](http://www.veterans.ny.gov)



Scan for NYSDVS Website

## Aid and Attendance

Wartime Era Veterans, regardless of combat, and unremarried surviving spouses may be eligible for significant financial assistance to pay for help with activities of daily living provided by a long-term care facility, nursing home, or in home care provided by a family member, friend, or an entity. Eligibility is based on income, assets, and the presence of a permanent and total disability (which does not need to be related to medical services).

## Blindness

**Federal:** Veterans receiving compensation for service-connected disability and are blind in both eyes or are in receipt of Aid and Attendance may qualify. Blindness need not be service-connected. Guide Dogs, electronic and mechanical aids are available.

**State:** New York State's Blind Annuity is available to legally blind wartime Veterans, or their unremarried surviving spouses, who reside and are domiciled in New York State. Blindness does not need to be service-connected. Visit <https://veterans.ny.gov/new-york-state-blind-annuity-program> to learn more.

## Burial

**Federal:** Financial assistance for burial and plot expenses available for eligible survivors of qualified Veterans. Burial in National Cemeteries is available to certain Veterans and family members. Claim must be filed within two years after permanent interment. The VA provides headstones or grave markers for unmarked burial sites. An American flag is available to drape the casket and be given to next of kin.

**State:** Payments authorized by counties for indigent NYS Veterans and certain family members; purchase of headstone also authorized. A supplemental burial allowance of up to \$6,000 is authorized for certain military personnel killed in combat or dying from combat wounds. Visit <https://veterans.ny.gov/indigent-burial-reimbursements> and <https://veterans.ny.gov/state-supplemental-burial-allowance> to learn more.

## Civil Service

**Federal:** Ten-point preference for eligible Veterans with service-related disabilities in competitive exams only. Certain requirements waived and special priority given in certain job categories. Unremarried widow(er)s, certain spouses and mothers of disabled Veterans also are eligible for preference. Five-point preference for wartime Veterans discharged under honorable conditions.

**State:** Qualified disabled Veterans are eligible for appointment to non-competitive State employment positions under Sections 55-c of the New York State Civil Service Law. Information on jobs with New York State agencies is available at [www.cs.ny.gov](http://www.cs.ny.gov) or by email at [pio@cs.ny.gov](mailto:pio@cs.ny.gov) or by calling 1-877-NYS-JOBS (1-877-697-5627).

**State and Local:** Ten-point additional credit preference toward original and future appointment for Veterans with at least a 10% disability compensation rating from the U.S. Department of Veterans Affairs. Five points on open competitive exams for Veterans who do not have a disability rating of at least 10%. Five points on promotional exams for Veterans with at least a 10% disability compensation rating. Two and a half points for competitive promotional exams for Veterans who do not have a disability rating of at least 10%. Job retention rights applicable to Veterans. Visit <https://veterans.ny.gov/veteran-employment> to learn more.

## Disability Benefits

**VA Compensation:** Veterans with a disability or disease caused or worsened during active service are entitled to monthly tax-free compensation payments determined by the United States Department of Veterans Affairs based on the severity of the condition or loss of earning power. Application may be made for the benefit anytime during the Veteran's lifetime. Additional monetary allowances for dependents of Veterans with 30 percent or greater disability rating.

## Education

### Federal VA Education Benefits

The Post-9/11 GI Bill (Chapter 33): The Post-9/11 GI Bill is an education benefit program for individuals who served on active duty after September 10, 2001. Servicemembers may also transfer unused GI Bill benefits to their dependents under specific eligibility criteria.

Montgomery GI Bill – Active Duty (MGIB-AD/Chapter 30): The MGIB-AD program provides education benefits to Veterans and Servicemembers who have at least two years of active duty.

Montgomery GI Bill – Selected Reserve (MGIB-SR/Chapter 1606): The MGIB-SR program provides education benefits to persons who enter into a six-year obligation to serve in the Selected Reserve of the Army, Navy, Air Force, Marine Corps, and Coast Guard, and the Army and Air National Guard.

Veteran Readiness and Employment (VR&E/Chapter 31): VR&E is a program designed to help Veterans with service-connected disabilities become suitably employed, maintain employment, or achieve independence in daily living.

Survivors and Dependents Educational Assistance (DEA/Chapter 35): The DEA program provides education benefits to spouses and dependents of Veterans or servicemembers who have 100% disability rating from the VA, or the Veteran died as a result of a service-connected disability, or the servicemember died in the line of duty.

## **New York State Education Benefits for Military, Veterans, and Family Members**

Veterans Tuition Award: The Veterans Tuition Award is a New York State program that covers the cost of tuition at SUNY colleges. It funds undergraduate, graduate or vocational programs and is available for full-time and part-time study. Combat Veterans residing in New York State for at least one year prior to the start of the academic year in which they wish to use this benefit are eligible, as are Veterans who did not serve in combat but who served for at least four years on active duty. Applications for this benefit go to the New York State Higher Education Services Corporation (HESC).

Military Enhanced Recognition Incentive and Tribute (MERIT): The MERIT scholarship is a New York State program that covers the cost of attendance at SUNY colleges. It is available to members of the US Armed Forces and their children, spouses, and financial dependents of members of the US Armed Forces or state-organized militia who died or became severely and permanently disabled while performing their military duties, whether in combat or not. It funds undergraduate programs and is available for full-time study.

New York State Regents Awards for Children of Deceased and Disabled Veterans: The NYS Regents Awards provides \$450 per year to students whose parent(s) served in the US Armed Forces during specific periods of war or national emergency, and as a result of service, either died, suffered a disability rated by the United States Department of Veterans Affairs at 40% or greater, was classified as missing in action, or was a prisoner of war. It can be applied toward undergraduate programs in New York State.

## **Employment & Training**

As guaranteed by the New York State Veterans Bill of Rights for Employment Services, Veterans are entitled to priority service at all New York State Department as for employment counseling, vocational testing and other services. Veterans receive special priority for all services and training funded by the Workforce Investment Act. For more information call 1-800-342-3358 or contact your nearest State Labor office.

## **Gold Star Families Annuity**

The Gold Star Families Annuity Program authorizes an annuity payment from the State of New York, managed by the Department of Veterans' Services, for all eligible Gold Star Parents, Spouses, and Children. New York State's Gold Star Annuity was extended to all immediate family members of Service Members who die while on active duty. New York's Gold Star Parents – mothers and fathers (including adoptive parents and stepparents) of Service Members killed in action, as defined by federal law – are eligible to receive a biannual annuity payment from the State. To qualify for this benefit, the death of a Service

Member does not have to take place in a combat theater. The death of the Service Member cannot be caused by the Service Member's willful misconduct. A parent, for Annuity eligibility purposes, includes stepparents and/or parents by adoption of the deceased Service Member.

A spouse, for Annuity eligibility purposes, includes domestic partners of the deceased Service Member, utilizing the definition of this term in State law. Remarriage by a Gold Star Spouse does not discontinue the Gold Star Spouse's eligibility for the Annuity.

A child, for Annuity eligibility purposes, must be under the age of 18, or between the ages of 18 and 23 and attending school, or be recognized as a "child incapable of self-support" due to the onset of a disability prior to the age of 18 that prevents that child from being able to care for themselves independently. Stepchildren and/or children by legal adoption of the deceased Service Member can qualify.

The Annuity is disbursed in semi-annual installments, paid in March and September. The total annual payment from this benefit increases each year by the percentage authorized in the federal cost-of-living adjustment, with an annual increase of no less than 1% and no more than 4%. Visit <https://veterans.ny.gov/gold-star-families-annuity-program> to learn more.

## **Health Care**

**Hospitalization:** VA facilities give the highest priority for medical care to those Veterans who are: rated service-connected disabled; retired by disability from active duty; were awarded the Purple Heart; in receipt of VA pension; are eligible for Medicaid; are former POW's; in need of care for a condition related to exposure to dioxin or other toxic substance (Agent Orange) or Gulf War diseases, or exposure to ionizing radiation while on active duty. Non-service connected Veterans may be treated if facility resources allow and may be subject to a test of financial means and a copayment. Veterans who served in combat locations since Nov. 11, 1998, are eligible for free health care for five years following discharge for conditions potentially related to combat service.

**Outpatient Medical Treatment:** VA provides medical services to eligible Veterans on an outpatient basis within the limits of the facilities.

**Impact of Disability Ratings:** A Veteran with a disability compensation rating of at least 0% receives free VA inpatient and outpatient care for the medical condition(s) that the VA has deemed to be service-connected. A Veteran with a disability compensation rating of at least 50% receives free VA inpatient and outpatient care for all medical conditions, except for dental care, including those conditions that are not service-connected. A Veteran with a disability compensation rating of 100% receives free VA inpatient and outpatient care for all medical conditions, including dental care.

## **Homes for Veterans Programs**

The Homes for Veterans Program, administered by the State of New York Mortgage Agency (SONYMA) offers low interest rate mortgage programs and additional benefits to qualified Veterans making homeownership more attainable for Veterans by relaxing eligibility requirements, eliminating fees, and providing closing cost assistance,

Co-Ops can be eligible for this program as well.

## Home Loan Guaranty

**Federal:** Certain Veterans and spouses are eligible for GI loans for homes, condominiums and manufactured homes. Participating financial institutions receive a guarantee from the VA covering part of the loan in the event of default on repayment. Applicants must apply for a certificate of eligibility.

## Insurance

Holders of USGLI, NSLI and VSLI policies can obtain information concerning conversion, beneficiary changes, loans and disability riders from their local State Veteran Counseling Center. Service Members with SGLI have 120 days following separation from service to convert to a permanent insurance plan.

## Licenses & Permits

Veterans with a 40% or greater disability rating are eligible for low-cost hunting and fishing licenses, and free use of state parks, historic sites and recreation sites. Visit <https://veterans.ny.gov/lifetime-liberty-pass> to learn more.

## Nursing Home Care

**Nursing Home (Domiciliary) Care (Federal):** Admission limited to eligible Veterans who are disabled, unable to earn a living and in need of medical treatment and full care other than hospitalization. Nursing home care can be authorized for a limited period on referral from VA medical centers.

**State Veterans Homes:** The New York State Department of Health operates four state Veterans homes for Veterans, spouses and certain parents: a 242-bed Veterans home at Oxford, Chenango County, a 250-bed Home at St. Albans, Queens; a 126-bed Home in Batavia, Genesee County; and a 252-bed home at Montrose, Westchester County. A 350-bed Veterans Home on the campus of SUNY at Stony Brook, Long Island is operated by the University's Health Sciences Center. Health care and skilled nursing services are available at all facilities. Veterans do not need to have a VA disability compensation rating to gain eligibility for any of the State Veterans Homes. However, a Veteran with a VA disability compensation rating of 70% or higher receives free skilled nursing care at any State Veterans Home.

## Pension Benefits

### (Non-Service-Connected)

VA Disability Pension (Non-Service Connected): A monthly pension is payable to eligible wartime era Veterans, or surviving spouses, with limited income and nonservice-connected disabilities that are permanent and totally disabling. Veterans must be determined to be permanently and totally disabled for pension purposes. Payments based on annual income. Note that this is separate from the longevity or disability retiree pensions paid by the Pentagon to qualifying Service Members.

## Property Tax Exemption

**State and Local:** Partial exemption from real property taxes is based on wartime era or "Cold War era" service, combat and expeditionary duty, and degree of service-connected disability. Applications must be filed before the local Taxable

Status Day. Qualifying surviving spouses may file for benefit based on their spouse's military service. Gold Star parents may be eligible, subject to local statute. Exemption applies to local and county property taxes and may apply to school taxes. Re-Employment Application to former employers for restoration to pre-military positions, other than temporary employment, should be made within 90 days of separation. Job reinstatement is for like seniority, status and pay. Reservists after initial training must seek reinstatement within 31 days. Visit <https://veterans.ny.gov/property-tax-exemptions-veterans> to learn more.

## Review of Discharge

Military Boards of Review have authority to correct and upgrade most discharges based on facts presented for consideration. Visit <https://veterans.ny.gov/discharge-upgrade-possibility-veterans> to learn more.

## Specially Adapted Homes

**Federal:** Certain seriously disabled or blinded Veterans may be eligible for a grant to build or adapt their home to meet the wheelchair needs or other adaptations for the Veteran's disability.

**State:** Seriously disabled Veterans who are eligible to receive federal funds to adapt their homes due to the nature and severity of their service-related disability are exempt from local property taxes, including school taxes and special charges.

## Survivors' Benefits

**VA Dependency and Indemnity Compensation (DIC):** DIC payments are payable to eligible spouses, unmarried children under 18, certain children pursuing higher education, certain helpless children, and dependent parents of Veterans whose death was service-connected. Benefits are discontinued upon remarriage only if the surviving spouse's remarriage takes place before their fifty-fifth birthday. Annual income of parents is an eligibility factor for parental DIC.

**VA Surviving Spouse Pension (Non-Service-Connected Death):** Certain surviving spouses and children of a deceased wartime Veteran may be eligible for a death pension. Amount depends on monthly income and, in some instances, net worth. Minor children may be eligible even though spouse remarries.

## Veteran Readiness & Employment ("Vocational Rehabilitation")

**Federal:** Entitlement to vocational rehabilitation benefits—including institutions of higher education, trade schools, apprenticeship programs and on-the-job training are available for eligible Veterans with service-connected disabilities.

**State:** The Adult Career and Continuing Educations Services office provides qualified disabled Veterans a program of vocational evaluation, consultation and training. Visit <https://veterans.ny.gov/veteran-readiness-and-employment> to learn more.

## Veterans Health Administration Facilities in New York

Visit [https://veterans.ny.gov/system/files/documents/2023/12/website\\_healthcare-facilities.pdf](https://veterans.ny.gov/system/files/documents/2023/12/website_healthcare-facilities.pdf) to learn more.

### Veterans Health Administration - VISN Offices

Facility	Address	Phone
VISN 2: New York/New Jersey VA Health Care Network	130 W. Kingsbridge Road, Building 16, Bronx, NY 10468 Mailing Address: 130 W. Kingsbridge Road, Building 16 Bronx, NY 10468	718-741-4134

### New York/New Jersey VA Health Care Network

Facility	Address	Phone
VA Hudson Valley Health Care System	2094 Albany Post Rd. Montrose, NY 10548	914-737-4400
VA NY Harbor Healthcare System	423 East 23rd Street New York, NY 10010	
VA Western New York Healthcare System	3495 Bailey Avenue Buffalo, NY 14215	716-834-9200 or 800-532-8387
Albany VA Medical Center: Samuel S. Stratton	113 Holland Avenue Albany, NY 12208	518-626-5000
Bath VA Medical Center	76 Veterans Avenue Bath, NY 14810	607-664-4000
Brooklyn Campus of the VA NY Harbor Healthcare System	800 Poly Place Brooklyn, NY 11209	718-836-6600
Canandaigua VA Medical Center	400 Fort Hill Avenue Canandaigua, NY 14424	585-393-7100
Castle Point Campus of the VA Hudson Valley Health Care System	41 Castle Point Road Wappingers Falls, NY 12590	845-831-2000
Franklin Delano Roosevelt Campus of the VA Hudson Valley Health Care System (Montrose)	2094 Albany Post Rd. Montrose, NY 10548	914-737-4400
James J. Peters VA Medical Center (Bronx, NY)	130 West Kingsbridge Road Bronx, NY 10468	718-584-9000
Manhattan Campus of the VA NY Harbor Healthcare System	423 East 23rd Street New York, NY 10010	212-686-7500
Northport VA Medical Center	79 Middleville Road Northport, NY 11768	631-261-4400
Syracuse VA Medical Center	800 Irving Avenue Syracuse, NY 13210	315-425-4400
VA Western New York Healthcare System at Batavia	222 Richmond Avenue Batavia, NY 14020	585-297-1000
VA Western New York Healthcare System at Buffalo	3495 Bailey Avenue Buffalo, NY 14215	716-834-9200 or 800-532-8387
St. Albans Community Living Center	179-00 Linden Blvd. & 179 Street Jamaica, NY 11425	718-526-1000
Behavioral Health Facility	620 Erie Blvd West Syracuse, NY 13204	315-425-4400 x53463
Auburn VA Outpatient Clinic	47 E. Genesee Street Auburn, NY 13021	315-294-7300
Bay Shore Clinic	132 East Main Street Bay Shore, NY 11706 Mailing Address: 132 East Main Street Bay Shore, NY 11706	631-754-7978
Binghamton VA Outpatient Clinic	203 Court Street Binghamton, NY 13901	607-772-9100
CANI	19472 US Route 11 Watertown, NY 13601	315-425-4400 x58158
Carmel Community Clinic/Putnam County	1875 Route 6, Sterling Bank, (2nd Floor) Carmel, NY 10512	845-228-5291
Catskill VA Outpatient Clinic	Columbia Greene Medical Arts Building, Suite D305 159 Jefferson Hgts Catskill, NY 12414	518-626-5240
Clifton Park VA Outpatient Clinic	963 Route 146 Clifton Park, NY 12065	518-383-8506
Dunkirk VA Outpatient Clinic	1170 Central Avenue Dunkirk, NY 14048 Mailing Address: 1170 Central Avenue Dunkirk, NY 14048	716-203-6474
East Meadow Clinic	2201 Hempstead Turnpike, Building Q East Meadow, NY 11554	631-754-7978
Eastern Dutchess Pine Plains Community Clinic	2881 Church St, Rt 199 Pine Plains, NY 12567	518-398-9240
Elmira VA Outpatient Clinic	1316 College Avenue Elmira, NY 14901	877-845-3247
Fonda VA Outpatient Clinic	2623 State Highway 30A Fonda, NY 12068	518-853-1247
Glens Falls VA Outpatient Clinic	101 Ridge Street Glens Falls, NY 12801	518-798-6066
Goshen Community Clinic	30 Hatfield Lane, Suite 204 Goshen, NY 10924	845-294-6927
Harlem Community Clinic	55 West 125th Street New York, NY 10027	646-273-8125
Jamestown VA Outpatient Clinic	321 Hazeltine Avenue Jamestown, NY 14701	716-338-1511
Kingston VA Outpatient Clinic	101 Frank Sottile Blvd Kingston, NY 12401	845-331-8322
Lockport VA Outpatient Clinic	5725 South Transit Road Lockport, NY 14094	716-438-3890
Massena VA Outpatient Clinic	6100 St. Lawrence Centre Massena, NY 13662	315-705-6666
Monroe County VA Clinic	260 Calkins Road Rochester, NY 14623	585-463-2600
Monticello Community Clinic	55 Sturgis Road Monticello, NY 12701	845-791-4936
New City Community Clinic	345 North Main Street, Upper Level New City, NY 10956	845-634-8942
Niagara Falls VA Outpatient Clinic	1300 Pine Avenue Niagara Falls, NY 14301-2300	716-862-8580
Olean VA Outpatient Clinic	VA Outpatient Clinic, 465 North Union Street Olean, NY 14760-2658	716-373-7709

Oswego VA Outpatient Clinic	437 State Route 104 E Oswego, NY 13126	315-207-0120
Patchogue Community Clinic	4 Phyllis Drive Patchogue, NY 11772	631-754-7978
Plattsburgh VA Outpatient Clinic	5180 N. Catherine Street Plattsburgh, NY 12901	518-561-6247
Port Jervis Community Clinic	150 Pike St. Port Jervis, NY 12771	845-856-5396
Poughkeepsie Community Clinic	488 Freedom Plains Rd., Suite 120 Poughkeepsie, NY 12603	845-452-5151
Riverhead Clinic	300 Center Drive Riverhead, NY 11901	631-754-7978
Rochester VA Outpatient Clinic	465 Westfall Road Rochester, NY 14620	585-463-2600
Rome - Donald J. Mitchell VA Outpatient Clinic	125 Brookley Road, Building 510 Rome, NY 13441	315-334-7100
Saranac Lake	33 Depot St. Saranac Lake, NY 12983	518-626-5237
Schenectady VA Outpatient Clinic	1346 Gerling Street, Sheridan Plaza Schenectady, NY 12308	518-346-3334
Springville	231 South Cascade Drive, Suite 107 Springville, NY 14141	716-592-2409
Staten Island Community Clinic	1150 South Ave, 3rd Floor, Suite 301 Staten Island, NY 10314	718-836-6600 x1500 or 718-836-6600 x1502
Thomas B. Noonan Community Clinic (Queens)	47-01 Queens Blvd, 3rd floor, Suite 301 Sunnyside, NY 11104	718-741-4800
Tompkins/Cortland County	1451 Dryden Road Freeville, NY 13068	607-347-4101
Valley Stream Clinic	99 South Central Avenue Valley Stream, NY 11580 Mailing Address: 99 South Central Avenue Valley Stream, NY 11580	631-754-7978
Watertown VA Outpatient Clinic	144 Eastern Blvd. Watertown, NY 13601	315-221-7026
Wellsville VA Outpatient Clinic	3458 Riverside Drive, Route 19 Wellsville, NY 14895	607-664-4660
West Seneca	968 Union Road West Seneca, NY 14224	716-821-7815
Westport	7426 NYS Route 9N Westport, NY 12993	518-626-5236
White Plains Community Clinic	23 South Broadway White Plains, NY 10601	718-741-4300
Yonkers Community Clinic	124 New Main St. Yonkers, NY 10701	718-741-4400
Albany Vet Center	17 Computer Drive West Albany, NY 12205	518-626-5130
Babylon Vet Center	100 West Main Street Babylon, NY 11702	631-661-3930
Binghamton Vet Center	53 Chenango Street Binghamton, NY 13901	607-722-2393
Bronx Vet Center	2471 Morris Ave., Suite 1A Bronx, NY 10468	718-367-3500
Brooklyn Vet Center	25 Chapel St. Suite 604 Brooklyn, NY 11201	718-630-2830
Buffalo Vet Center	2372 Sweet Home Road Suite 1 Amherst, NY 14228	716-862-7350
Harlem Vet Center	2279 3rd Avenue 2nd Floor New York, NY 10035	646-273-8139
Manhattan, NY Vet Center	519 8th Ave., Suite 2401 New York, NY 10018	212-951-6866
Middletown Vet Center	726 East Main Street, Suite 203 Middletown, NY 10940	845-342-9917
Nassau Vet Center	970 South Broadway Hicksville, NY 11801-5019	516-348-0088
Queens Vet Center	5005 Metropolitan Avenue Ridgewood, NY 11385	718-296-2871
Rochester Vet Center	2000 S. Winton Road, Bldg 5, Suite 201 Rochester, NY 14618	585-393-7608
Staten Island Vet Center	60 Bay Street Staten Island, NY 10301	718-816-4499
Syracuse Vet Center	109 Pine Street Suite 101 Syracuse, NY 13210	315-478-7127
Watertown Vet Center	1511 Washington Street, Suite A Watertown, NY 13601	315-782-5479
Westchester Vet Center	117 East Stevens Avenue, Suite 201 Valhalla, NY 10595	914-682-6250

## Veterans Benefits Administration - Northeast District

Facility	Address	Phone
New York Regional Office	245 W Houston St. New York, NY 10014	800-827-1000
Buffalo Regional Office	130 S. Elmwood Avenue Buffalo, NY 14202-2478	800-827-1000
Intake Site At Fort Drum	Fort Drum Outbased Office / Dept of VA Fort Drum, NY 13602	

## National Cemetery Administration - North Atlantic District

Facility	Address	Phone
Albany Rural Cemetery Soldiers' Lot	Cemetery Avenue Albany, NY 12204	518-581-9128
Bath National Cemetery	VA Medical Center, San Juan Avenue Bath, NY 14810	607-664-4853
Calverton National Cemetery	210 Princeton Boulevard Calverton, NY 11933	631-727-5410
Cypress Hills National Cemetery	625 Jamaica Avenue Brooklyn, NY 11208	631-454-4949

# Pain Management

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Pain relief is an important part of your healthcare, your recovery and your comfort. Controlling pain can help you heal faster. Less pain will help you regain your strength more quickly and allow you to resume normal function sooner.

Pain Management is a way to recognize and treat discomfort that comes with diagnosis, disease or treatment. Our healthcare team will work closely with you to achieve a good level of comfort for you.

## **Here are some things you can do to help manage your pain while you are in the hospital.**

- Ask the team about level of pain or discomfort that you may experience.
- It is easier to prevent serious pain than to lessen it after it has taken hold.
- Ask about a plan for pain control.
- Request pain relief medicine when the discomfort first begins.
- If you know your pain will worsen when beginning activity or breathing exercises, take pain medication first.
- Discuss with your nurse or health care provider any concerns you may have about the use of pain medications.

## **Here are some other things to do to relieve pain that do not involve pain medicine.**

- Change your position often
- Apply ice/heat as prescribed by your doctor
- Use relaxation techniques, such as abdominal breathing and progressive muscle tension/relaxation; ask your nurse if you need help doing these
- Distraction techniques such as music, television, relaxation CDs, counting backwards, hand crafts, crossword puzzles, Sudoku, exercises and socializing via the phone and internet
- Schedule activities and rest periods
- Spiritual/pastoral care
- Counseling
- Refer to your television channel guide for available free relaxation television channels.

Please alert the staff of pain that is not relieved by the above techniques, or if you are having breathing problems or other reactions that may be medicine related.

In order to stay on top of the pain, the staff will often ask what your level of pain is, even when you are resting, to make sure we know your response to the pain medicines we have given you.

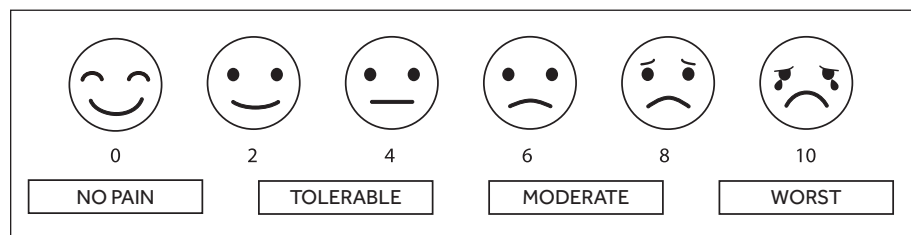
## Patient Pain Bill of Rights

As a patient at Stony Brook University Hospital, you can expect:

- To receive information regarding pain and the management of pain.
- A concerned staff committed to pain prevention.
- Dedicated healthcare professionals who respond quickly to reports of pain.
- State-of-the-art pain management
- Your expression of pain to be accepted and managed accordingly.

## Pain Scale

Please use a number from the scale to help describe your pain.



## Things You Can Do to Ensure Medication Safety

- Share with your healthcare provider a list of all your current medicines, vitamins, herbs and supplements.
- Know what medications you are receiving in the hospital and why you are receiving them.
- Ask your healthcare provider how a new medicine will help. Ask about possible side effects. Ask for written information about the medicine, including its brand and generic names.
- Tell your healthcare provider if you don't feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- Don't be afraid to tell your healthcare provider if you think you are about to get the wrong medicine.
- Remind your healthcare provider about allergies that you have or negative reactions you have had to other medicines.
- Be aware that your healthcare providers will be checking your wristband and asking your name and date of birth prior to procedures or administering medications.
- Before you leave the hospital, make sure that you understand all of the instructions for the medicines you will need to keep taking and the medicines you will no longer need to take.
- Ask any questions you may have about any of your medications.
- Read the label on your prescription medicine. Make sure that it has your name on it and the correct medicine name and dosage. Some medicines have similar names and can be easily confused with each other. Make sure that your medication looks the same as it normally does. If something doesn't match, ask your healthcare provider immediately.
- Take your medicine as prescribed, and do not stop taking it without first speaking with your healthcare provider.
- If you receive a prescription for antibiotics, use all the medication as prescribed until it is finished. Never use antibiotics prescribed for someone else or give someone else your medications.

# Preventing Blood Clots

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## **Keeping yourself safe from a blood clot: in the hospital and at home.**

Blood clots are one of the leading causes of death in the United States. When you are ill you are not very mobile and blood can pool in your veins and cause a clot. Some risk factors are being a patient in the hospital, having surgery or cancer and being pregnant. Having a personal or family history of blood clots also puts you at a higher risk.

Deep vein thrombosis (DVT) is a blood clot in a deep vein. DVTs usually occur in the legs, though they can occur in the arms or other deep veins in the body. These blood clots can be dangerous if they break off and travel to the lungs.

When this happens, it causes a serious, possibly life-threatening condition called a pulmonary embolism (PE).

Symptoms of a DVT can include new swelling, redness or warmth in your arm or leg. Symptoms of a PE can include shortness of breath, chest or back pain with a deep breath or a fast heart rate. Report any of these symptoms to your nurse right away. To help prevent a DVT/PE your healthcare team will order some prevention—usually a shot or pill and/or compression stockings on your legs or sequential compression devices on your legs or feet. Sequential compression devices (SCDs) gently squeeze the legs to improve blood flow and prevent clots from forming.

These should be worn anytime you are not walking. For more information, ask your nurse or provider.

## Notice of Privacy Practices

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The Notice of Privacy Practices describes how medical information (or protected health information) about you may be used and disclosed (shared), and how you can get access to this information.

Protected Health Information (PHI) is protected under the Health Information Portability and Accountability Act (HIPAA). Some examples of PHI include your diagnosis, laboratory test results, medications, information about the health care services you have received or will receive in the future, demographic information, unique numbers that identify you (such as your Social Security number or medical record number), and information concerning your health insurance.

To view this notice, including substance use disorder treatment information protected under 42 CFR Part 2, scan the below QR code:



Or visit:

**[stonybrook.info/privacynotice](https://stonybrook.info/privacynotice)**

If you prefer, you can ask a registration team member for a paper copy.

# Your Rights and Protections Against Surprise Medical Bills

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When you get emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from balance billing. In these cases, you shouldn't be charged more than your plan's copayments, coinsurance and/or deductible.

## What is "balance billing" (sometimes called "surprise billing")?

When you see a doctor or other health care provider, you may owe certain **out-of-pocket costs**, like a **copayment**, **coinsurance**, or **deductible**. You may have additional costs or have to pay the entire bill if you see a provider or visit a health care facility that isn't in your health plan's network.

"Out-of-network" means providers and facilities that haven't signed a contract with your health plan to provide services. Out-of-network providers may be allowed to bill you for the difference between what your plan pays and the full amount charged for a service. This is called "**balance billing**." This amount is likely more than in-network costs for the same service and might not count toward your plan's deductible or annual out-of-pocket limit.

"Surprise billing" is an unexpected balance bill. This can happen when you can't control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. Surprise medical bills could cost thousands of dollars depending on the procedure or service.

## You're protected from balance billing for:

### Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or hospital, the most they can bill you is your plan's in-network cost-sharing amount (such as copayments, coinsurance, and deductibles). You **can't** be balance billed for these emergency services. This includes services you may get after you're in a stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services. If your insurance ID card says "fully insured coverage," you **can't** give written consent and give up your protections not to be balance billed for post-stabilization services.

### Certain services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan's in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, and intensivist services. These providers **can't** balance bill you and may **not** ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers **can't** balance bill you, unless you give written consent and give up your protections. If your insurance ID card says "fully insured coverage," you **can't** give up your protections for these other services if they are a surprise bill. Surprise bills are when you're at an in-network hospital or ambulatory surgical facility and a participating doctor was not available, a non-participating doctor provided services without your knowledge, or unforeseen medical services were provided.

### **Services referred by your in-network doctor**

If your insurance ID card says “fully insured coverage,” surprise bills include when your in-network doctor refers you to an out-of-network provider without your consent (including lab and pathology services). These providers **can’t** balance bill you and may **not** ask you to give up your protections not to be balance billed. You may need to sign a form (available on the Department of Financial Services’ website) for the full balance billing protection to apply.

**You’re never required to give up your protections from balance billing. You also aren’t required to get out-of-network care. You can choose a provider or facility in your plan’s network.**

### **When balance billing isn’t allowed, you also have these protections:**

- You’re only responsible for paying your share of the cost (like the copayments, coinsurance, and deductibles that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.
- Generally, your health plan must:
  - Cover emergency services without requiring you to get approval for services in advance (also known as “prior authorization”).
  - Cover emergency services by out-of-network providers.
  - Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
  - Count any amount you pay for emergency services or out-of-network services toward your in-network deductible and out-of-pocket limit.

**If you think you’ve been wrongly billed and your coverage is subject to New York law** (“fully insured coverage”), contact the New York State Department of Financial Services at **(800) 342-3736** or **surprisemedicalbills@dfs.ny.gov**. Visit <http://www.dfs.ny.gov> for information about your rights under state law.

Contact CMS at **1-800-985-3059** for self-funded coverage or coverage bought outside New York.

Visit <http://www.cms.gov/nosurprises/consumers> for information about your rights under federal law.

*Revision Date May 19, 2025*

## VII. Questions About Your Rights

If you have any questions regarding any of your rights or if you need help resolving a problem, please contact Stony Brook University Hospital's Department of Patient Advocacy at **631-444-2880**, Stony Brook Eastern Long Island at **631-477-5710** or Stony Brook Southampton at **631-726-8941**. Patient advocates are here to help answer your questions about your hospitalization and provide a channel through which you can voice your concerns.

You can also seek help by contacting the **New York State Department of Health** at **800-804-5447** or via email at **hospinfo@health.state.ny.us**.

The Joint Commission is another resource for providing assistance to patients. You can reach The Joint Commission in the following ways:

**Online:** [jointcommission.org/report\\_a\\_complaint.aspx](http://jointcommission.org/report_a_complaint.aspx)

**Email:** [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

**Phone:** 800-994-6610

**Fax:** 630-792-5636

**Mail:** Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

## VII. Helpful Phone Numbers

	Stony Brook University Hospital	Stony Brook Eastern Long Island	Stony Brook Southampton
Patient Advocacy	631-444-2880	631-477-5710	631-726-8941
Financial Assistance Program Extended Time Payments	631-444-4331 631-444-4140	631-444-4331 631-686-4377	631-444-4331 631-723-2160
HealthConnect <i>HealthConnect provides a direct link to physicians and medical services at Stony Brook.</i> <i>Patients may call about medical services, physician services or appointment scheduling.</i>	631-444-4000	631-444-4000	631-444-4000
Patient Billing / Hospital Services	631-444-4151	631-477-5555	631-723-2160
Patient Access Financial Services	631-444-7583	631-477-5711	631-396-6416
Physician Billing	631-444-4800	631-444-4800	Emergency Room Physicians: 855-691-9890 Hospitalist Billing: 631-726-3172
Patient Access Admitting/Registration	631-444-2905	631-477-5187	631-726-8380
Switchboard	631-689-8333	631-477-1000	631-726-8200







# Stony Brook Medicine

[stonybrookmedicine.edu](http://stonybrookmedicine.edu)



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