

A Patient's Guide to **SURGERY**



New York
Eye and Ear
Infirmary of
**Mount
Sinai**

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WELCOME

to New York Eye and Ear Infirmary of Mount Sinai (NYEE)

*We take pride in providing the highest quality care to all of our patients. This guide will provide important information on how you can prepare for your surgery, what to expect once you arrive, and how to plan for your care after surgery. Your surgeon will talk with you about the type of surgery you are having, and how long you are expected to stay in the hospital. There are two types of surgery. **Inpatient surgery** means that you will be admitted to the hospital (usually on the same day of the procedure) and will remain in the hospital after your operation for one, two or more days until you are ready to go home. **Outpatient surgery**, also called ambulatory surgery, means that you will come to the hospital the day of your operation and will go home the same day. Many of the patient instructions will be the same for both types of procedures, as this booklet will describe. If you have any questions about your upcoming surgery or your hospital stay, do not hesitate to ask your physician. Our goal is to make your stay at NYEE as pleasant, safe, and effective as possible. Therefore, we ask that you take the time to carefully read these instructions and to complete all necessary paperwork and testing before arriving at the hospital. This will help to minimize delays on the day of your surgery. Our health care team is dedicated to ensuring your experience is a positive one.*

ABOUT NEW YORK EYE AND EAR INFIRMARY OF MOUNT SINAI

New York Eye and Ear Infirmary of Mount Sinai (NYEE), a member of the Mount Sinai Health System, is a specialty hospital uniquely qualified to handle the most complicated cases. It serves as a national referral center with a commitment to high-technology based patient care, teaching and research. The Ambulatory Surgery Center of NYEE is designed to provide same day surgery in a setting that is both comfortable and efficient, with advanced surgical equipment and instrumentation. Over 32,000 ambulatory surgery procedures and 550 inpatient surgeries are performed here each year. Founded in 1820 with the mission of bringing eye care to the underserved of New York, today NYEE offers services in Ophthalmology, Otolaryngology, and Cosmetic and Reconstructive Surgery with an attending staff of more than 600 board-certified surgeons from all five boroughs and the tri-state region. In addition to its heritage of quality patient care, NYEE is a center of excellence in residency training, continuing medical education, and medical research and is an affiliated teaching hospital of the Icahn School of Medicine at Mount Sinai.

About the Mount Sinai Health System

The Mount Sinai Health System is an integrated health system committed to providing distinguished care, conducting transformative research, and advancing biomedical education. Structured around seven member hospital campuses and a single medical school, the Health System has an extensive ambulatory network and a range of inpatient and outpatient services—from community-based facilities to tertiary and quaternary care.

The System includes approximately 6,600 primary and specialty care physicians, 12-minority-owned free-standing ambulatory surgery centers, over 45 ambulatory practices throughout the five boroughs of New York City, Westchester, and Long Island, as well as 31 affiliated community health centers. Physicians are affiliated with the Icahn School of Medicine at Mount Sinai, which is ranked among the top 20 medical schools both in National Institutes of Health funding and by *U.S. News & World Report*.

PATIENT POLICIES

Patients' Rights

You will be given a copy of the Patients' Bill of Rights, which explains your rights as a patient according to New York State law. If you have not received one, ask your physician's office, nurse or the registrar in Admitting for a copy. NYEE is compliant with all applicable rules, regulations and laws regarding patients' rights.

Patient Safety

Patients can play a vital role in making their health care safe. We urge you to get involved in your care.

Advance Medical Directive

NYEE honors patients' advance directives to the full extent permitted by law. These include living wills, health care proxies and oral statements. If you have an advance medical directive, please bring it with you. An advance directive enables you to give written or oral instructions to doctors and other health care professionals regarding the type of medical care you would want or name of the

person you would wish to make health care decisions for you if you could no longer speak for yourself. This advance directive, known as a health care proxy allows you to appoint a family member or friend to make treatment decisions on your behalf. You should discuss your intentions with the individual appointed to act on your behalf.

Upon admission, you will receive a copy of the New York State health care proxy form.

No Smoking Policy/Fire Safety

NYEE is a smoke-free environment. Smoking is prohibited by staff, patients and visitors in all areas of the hospital. As part of NYEE's comprehensive safety program, fire alarms are tested routinely and fire drills are held regularly.

PROCEDURES IN CHILDREN

Hospitals can be frightening places for children. In order to make your child's stay here as stress free as possible, we ask that you follow these suggestions:

- Follow your doctor's orders about not giving your child anything to eat or to drink before surgery. We realize this can be very difficult with small children, but it is essential in order to give them anesthesia and perform the scheduled procedure safely. If your child does have fluids or food after the recommended time, the surgery may have to be rescheduled.
- Please feel free to bring one of your child's favorite toys to the hospital. It will help your child feel more secure if he or she has a familiar toy for company.

- Only the parents or one parent and one escort should accompany the child. Bringing other relatives to the hospital may upset the child and also makes it difficult for our staff to perform their jobs. Siblings should be cared for at home allowing the parent(s) the ability to comfort the child having surgery without distraction.
- One person must stay at the hospital during surgery. You will be allowed to be with your child at all times on the unit and in the operating room before anesthesia. A parents' waiting room is available for your convenience and comfort. The nursing staff will let you know as soon as you can rejoin your child in the Post Anesthesia Care Unit (PACU).
- For your child's safety, we will not discharge him or her to anyone other than a parent or legal guardian.
- If you are escorting a child and driving, it is necessary to have a second adult present who will be free to give the help and attention that are needed to bring a child home after surgery.
- Please see page 20 for additional information on pediatric surgery and anesthesia at NYEE.

BEFORE YOUR SURGERY

Please feel free to ask any questions or raise concerns about your health care.

Consent for Medical Procedures

Your surgeon will discuss the details of your operation with you prior to your surgery. Ask any questions you may have regarding your procedure, and follow your surgeon's advice before and after your surgery. Before any major medical procedure can be initiated, you or an authorized member of your family will be asked to sign a consent form. You are entitled to a full explanation of your diagnosis, treatment plan and prognosis, as well as the risks, benefits and alternatives associated with your care. If you do not understand what is being recommended, or if you are uncertain about whether you want the procedure, ask your physician or nurse to further help you fully understand.

Pre-Admission Forms

Your physician will give you instructions and pre-admission forms. It is very important that you fully complete these forms, and that your physician return them to the Admitting Office at least 3 business days (Monday - Friday) in advance of your surgery date. If additional information is needed, the NYEE Admitting Office will call you or your physician.

Pre-Surgical Testing

A complete set of instructions about your pre-surgical testing requirements will be given to you by your doctor. NYEE requires your medical history and the results of a physical examination completed

within 30 days prior to the date of your surgery. In some cases, you may need an EKG from within six months of your surgery date or laboratory work (within 30 days of your surgery). Your surgeon or medical doctor will arrange for your physical examination and any necessary diagnostic tests. Your doctor may request same-day surgery testing to be done at NYEE (adults only). This will be completed after your registration, on the pre-operative nursing unit, prior to surgery.

Insurance Carrier

Remember to contact your insurance company 7 to 10 days prior to the date of surgery to advise them of your scheduled surgery and to confirm coverage. You should check for and verify any co-pays and/or deductibles you will have to pay at the time of your admission. If you have any questions regarding your insurance coverage, please call the Admitting Office at **(212) 979-4306**.

Interpreter Services

If you need an interpreter, both foreign language and sign language interpreters are available. Please call **(212) 979-4093** if you need a foreign language interpreter or **(212) 979-4473** if you need a sign language interpreter.

What to Tell Your Physician

In order to assure your safe care, it is important for you to provide the following information to your physician prior to surgery:

- Allergies: Do you have any allergies to foods or medications or dyes used in diagnostic tests?
- Latex allergy: Have you ever reacted to latex products, such as gloves, rubber balloons or other rubber items?

- Do you take medications regularly? This includes over-the-counter medications (e.g., aspirin and ibuprofen), herbal remedies (e.g., St. John's Wort), nutritional supplements, pain medication and/or prescription medication. Please know the name(s) and dosage(s) of these medication(s). Bring them with you on the day of surgery.
- Do you smoke?
- Do you drink alcohol?
- Do you use recreational or "street" drugs?
- Do you have other health problems, such as diabetes, heart problems or high blood pressure?
- Have you had surgery before?
- Have you had anesthesia before? How did you react?
- Is it possible that you are pregnant?

Nutrition Counseling

If you are admitted to the hospital as an inpatient, you receive an assessment and nutritional screening. When indicated, you will get a consultation with the Registered Dietitian. Your doctor or nurse can also request nutritional counseling. A referral and appointment are needed. Call the office of Nutrition and Food Service at **(212) 979-4338**.

PREPARING FOR SURGERY

Preoperative Instructions

Your surgeon's office may call you prior to the scheduled date of surgery to review your medical history and preoperative instructions. If you have any questions or concerns, please call our Ambulatory Surgery Center nursing staff at **(212) 979-4360** or **4165**, Monday through Friday, 7 am to 8 pm, or redial the main switchboard at **(212) 979-4000** and ask them to page the Nursing Supervisor. Please follow all your physician's instructions carefully. It is extremely important to understand and follow these directions. They are for your safety. If these instructions are not followed, it could result in the cancellation of your surgery.

- Do not eat or drink after 12 midnight preceding surgery, unless instructed otherwise by your physician. Do not suck on hard candy or lozenges.
- Tell us if you have any allergies.
- If you take daily medications, consult with both your internist and surgeon regarding whether you should take them on the day of surgery, and if so, at what time.
- Bring any medication you may be taking with you in its prescription bottle.
- If you take anti-depressants, anti-inflammatory medications (such as aspirin, Aleve, ibuprofen or Motrin), or anti-coagulants, ask your physician if you should stop them for a period of time prior to surgery.

- If you develop a cough, cold or fever, please call your surgeon in the days prior to your surgery.
- Do not smoke or drink alcohol 12 hours prior to and following surgery.
- Remove nail polish and nail wrapping from all fingers prior to coming to the hospital.
- Remove all body piercings prior to coming to hospital.
- Do not apply any makeup, cream or aftershave lotion the day of surgery.
- Please shower and wash your hair the night before or the morning of surgery.

If Illness Develops

If you develop a cold, virus, sore throat or other illness during the week before your scheduled surgery, please contact your physician immediately. Your physician will determine whether your procedure should be rescheduled.

Escort

If you are coming in for ambulatory surgery (i.e., going home the same day of the procedure), you will require an adult escort to bring you home.

A Call to Confirm

If you have not been contacted by 8 pm the night before your surgery, please call the Admitting Office at **(212) 979-4306** up until 10 pm to receive your admission time.

What to Bring

Presurgical Forms and Insurance Information

Please complete and bring with you all the forms that you received in your physician's office, as well as your insurance cards and a photo ID.

Medications and Allergies

Bring a list of all your medications, times taken and dosages, as well as a list of allergies to medications, foods or other substances. Bring your medications with you in their labelled containers.

Advance Medical Directive

Please bring any documents regarding advance medical directives, such as a health care proxy form and a living will.

Guardianship

All legal guardians of a minor child under the age of 18, a mentally compromised adult or a foster child undergoing surgery must bring all legal/court documentation verifying his or her legal guardianship of the patient. Without legal proof of guardianship, the surgery will have to be rescheduled. All court/legal documents must be originals; copies will not be accepted. The originals will be immediately returned to you.

Clothing

If you will be staying overnight in the hospital, bring an overnight bag with pajamas, robe, slippers and toiletries. If you are coming for ambulatory surgery, we recommend that you wear comfortable, loose-fitting clothing that buttons or zips down the front and is easy to take off and put back on after surgery. Shoes should be flat and without laces.

Valuables and Personal Belongings

Leave all valuables and jewelry, including wedding rings, at home since NYEE cannot assume liability for personal property. Limited locker space will be made available for your belongings. NYEE is not responsible for items which are lost or misplaced.

Dentures, contact lenses, body piercings, glasses and hearing aids may have to be removed prior to surgery. Since these personal items can easily be misplaced, please keep them in appropriate cases or containers (that won't be mistaken for trash) when not in use and store them in your bedside table or give them to the person escorting you. If requested, your nurse can provide special denture cups. Do not leave your dentures and/or eyeglasses on your meal tray or bed. Ambulatory surgery patients will need to store dentures, contact lenses, glasses and hearing aids in their assigned locker.

Discharge Planning

As a part of your total care, the team of physicians, nurses, social workers and others evaluates the kind of care you may need after discharge. Your discharge plan may include home health care services. A member of the team will make referrals to home health agencies on your behalf. You may have a preference for, or prior experience with, a specific home care agency, and may wish to utilize its services, or your insurance company may have determined the agency for you. If you do not have a preference, a member of the NYEE staff will make a referral to an agency. We have no control over the quality of care given at these agencies and neither recommend nor discourage your use of them. Your participation in your care planning is important and will help assure a positive outcome.

YOUR SURGERY

Canceling a Procedure

If you find yourself in a situation that makes it necessary to cancel your surgery, please call your physician as soon as possible.

Checking In

Please arrive on time for your procedure to help avoid delays. All surgical patients should first go to the Admitting Office Reception Desk on the first floor of the main building at 310 East 14th Street. After being registered, you will have a hospital identification (ID) bracelet placed on your wrist. Children will have the bracelet placed around their ankle.

If you are coming for ambulatory surgery, you will be directed to the correct floor to report to. After signing the register, you will be directed to the waiting area. A nursing assistant will call you and take you to the dressing room, where you will get a locker. You will be given a hospital gown and robe to wear.

After you have changed your clothing for the hospital gown, the nursing assistant will take you to Area A, our pre-surgical area. A registered nurse will assist you in all your needs. A medical consultant may examine you if your surgeon has requested a medical clearance. If pre-surgical testing has not been done, a physician, physician's assistant, or nurse practitioner may perform a history and physical. Electrocardiogram (EKG) and blood work may be done or repeated as needed. You will also be seen by an anesthesiologist, if necessary. Some patients may be admitted for ambulatory surgery on the 7th or 9th floors depending on the operating room schedules for that day.

The preparation for surgery will be similar to that on the 5th floor and a Registered Nurse will be available to meet your needs.

The surgical site will be marked with an X by the nurse to verify location and to avoid confusion. We ask that your family member, friend or escort wait in the TV room/waiting area. We will call them if needed and will be happy to answer their questions. We strongly recommend that you not bring children as we do not have facilities or personnel to adequately supervise them.

Cafeteria

The cafeteria is open 6:30 am to 3 pm daily. It is located in the basement of the North Building. For light snacks and beverages, there are vending machines available next to the cafeteria at all hours.

Private Duty Nursing

NYEE provides professional staff to meet your clinical needs, but if you would like personal nursing care to supplement the care by our staff during your hospital stay, you may want to arrange for a private duty nurse. Private duty nurses are engaged directly by patients or their families. These nurses are not employees of NYEE, but are provided from a reputable outside agency. Please note, they do not provide care in the PACU (Recovery Room). To make arrangements for private duty nursing, call **(212) 979-4353**.

Anesthesia

The anesthesiologist or certified registered nurse anesthetist (CRNA) is responsible for your comfort and well-being before, during and after your surgical procedure. Prior to surgery, the anesthesiologist/CRNA will meet with you, if necessary, to discuss

your anesthesia and answer any questions you may have. If you have had any experiences in the past with anesthesia, please inform the anesthesiologist. In the operating room, the anesthesiologist/CRNA will manage your anesthesia and monitor your vital signs. In the Post Anesthesia Care Unit (PACU), the anesthesiology staff ensures that all patients remain stable following surgery.

In the Operating Room

Your surgeon leads the OR team. Other team members usually include nurses, an anesthesia care provider, and a surgical assistant. As a team, they provide a sterile and safe surgical environment. The operating rooms at NYEE are all equipped with the most modern surgical and anesthetic equipment available.

There are three main categories of anesthesia: general, regional and local with varying levels of sedation.

With general anesthesia, you are unconscious and have no awareness of the surgical procedure or other sensations. If you have regional anesthesia, your anesthesiologist injects medication near a cluster of nerves to numb only the area of your body that requires surgery. You may remain awake or you may be given a sedative. Your anesthesiologist, in consultation with your surgeon, will determine the best type of anesthesia for you, taking your desires and medical history into consideration whenever possible. These options will be discussed during your preoperative interview with the anesthesiologist.

During minimal sedation, you will feel relaxed, and you may be awake. You can understand and answer questions and will be able to

follow your physician's instructions. This type of anesthesia is most commonly used for eye surgery such as cataract extraction, retinal detachment repair, glaucoma surgery and some corneal transplants.

When receiving moderate sedation, you will feel drowsy and may even sleep through much of the procedure, but will be easily awakened when spoken to or touched. You may or may not remember being in the procedure room. This is the type of anesthesia for some general plastic surgical procedures and ocular plastics.

During deep sedation, you will sleep through the procedure with little or no memory of the procedure room. Your breathing can slow, and you might be sleeping until the medications wear off. With deep sedation, supplemental oxygen is often given.

With any of the three levels of sedation, you may receive an injection of local anesthetic to numb the surgical site. You may or may not feel some discomfort as this medication is injected, depending on how sedated you are.

If you have received minimal or moderate sedation only, you may be able to go home immediately once the procedure is finished. If you have received moderate or deep sedation, you will probably require more time to recover. Often this may be within an hour. In the recovery room, you will be monitored until the effects of the medication wear off.

Any after-effects of the medication must be minimal or gone before you will be discharged from the facility to go home. You will not be allowed to drive yourself, so arrangements should be made for a

responsible adult to provide you with transportation. If you think you may need some assistance, you might consider having someone stay with you on the day of surgery.

Recovery/PACU

After your surgery, you will be taken to the recovery room, also called the PACU (Post Anesthesia Care Unit), or to the Ambulatory Surgery Center, where you will be closely monitored until the anesthesia wears off. Your blood pressure, pulse, temperature and breathing, as well as the area of your body where you had surgery, will be checked. The PACU or Ambulatory Surgery Center nurses will take care of your needs if you feel drowsy or have pain. Once you are sufficiently awake, you either will be discharged home if you are an ambulatory surgery patient, or you will be transferred to your room in the hospital until you are well enough to go home.

Pediatric Surgery/Anesthesia

We're honored that you've chosen New York Eye and Ear Infirmary of Mount Sinai (NYEE) for your child's surgery. No matter how simple or complex your child's operation will be, we understand how you may feel: No procedure is small when it's your child, and we want you to know that your child is in good hands. Our Pediatric Anesthesia team preforms thousands of procedures a year at NYEE.

Our Pediatric Anesthesia team will provide your child's care and do everything possible to make their experience safe, convenient and comfortable. When it's finally time for your child's surgery, you and your child—as well as the rest of the family—may be nervous and fearful. Knowing what to expect can help you deal with the anxiety

everyone is feeling. Here, we've gathered information about what you and your child can expect with regards to anesthesia when they have surgery at NYEE. We hope it will help your family as your child goes through the surgical process.

After you and your child have been checked in at the Admitting Office, and have arrived at the Pediatric Surgical Unit on the 9th floor, you will meet an anesthesiologist to review the anesthetic plan. The anesthesiologist will perform a preoperative evaluation by asking you a number of questions pertaining to anesthesia as well as your child's medical history. Also, you and your child can ask questions to the anesthesiologist and express any concerns at this time. The anesthesiologist will record a detailed history that will notify the pediatric anesthesia team who will be taking care of your child in the operating room of important information. Often times, the anesthesiologist conducting your preoperative evaluation is not the anesthesiologist who will be providing your child's anesthesia in the operating room.

At NYEE, we allow parental presence in the operating room at the time of anesthetic induction. The benefits of parental presence during induction of anesthesia are that it helps avoid separation anxiety and that it potentially increases children's cooperation with anesthetic induction. Parents can help with the induction process and help reduce their child's anxiety by maintaining a calm demeanor and by following instructions from OR staff closely. Upon arriving to the operating room on the 2nd floor, you and your child will be greeted by nursing staff as well as a pediatric anesthesia team who will confirm information with you regarding your child's operation and

medical history. Generally, anesthesia for children is begun using an inhalational technique through a soft plastic mask and breathing circuit. The process of going to sleep does not hurt—although the anesthetic gases do smell a little funny (some say like fingernail polish)—and takes approximately 30-45 seconds. Once your child is asleep, you will be escorted from the operating room by a nurse who will give you instructions on where to wait. A member of the pediatric anesthesia team will be with your child throughout the entire surgical procedure.

After the surgery is over you will meet your child again in the recovery room or PACU (Post Anesthesia Care Unit). In the PACU a post-anesthesia nurse will help guide you and your child through the recovery process. Recovery after surgery is difficult for anyone, but especially for children who may be overwhelmed by unfamiliar people, sights and sounds, and may not always understand why they feel uncomfortable. If you know what to expect, you can help prepare your child and help them better cope with any discomfort or fear. Sometimes children wake up from anesthesia very disoriented from the medicines used to help them sleep during surgery. This disorientation is very common and usually resolves within fifteen minutes. Children may also wake up feeling thirsty or hungry because they will have fasted prior to the procedure. Because children may feel nauseous after receiving anesthesia and pain medicines, it is important to start slowly with feeding. After surgery, they should start by drinking small amounts of water or apple juice rather than large portions of food. Also, your surgeon and the nursing staff will provide you instructions on what and when it is safe to eat. During your child's

surgery the anesthesiologist will give good pain and anti-nausea medicines so that hopefully they will wake up comfortable. Additional pain and anti-nausea medicines can be given postoperatively if needed. Recovery room nurses and anesthesiologists are available to address any other questions or concerns throughout the process. After the initial recovery process, you and your child will return to the 9th floor Pediatric Surgery Center to recover further and receive final instructions from nursing staff prior to going home.

Pain Management

NYEE is committed to recognizing and treating your pain using medicines and treatments that will provide the best level of relief.

As the patient, you have valuable information to give the staff regarding your pain, so do not ever hesitate to inform our staff if you are having discomfort.

Managing pain is an important aspect of getting well. The nurses and doctors will ask questions about the intensity (how strong), location, and the type of pain you may be experiencing. We often ask you to rate the intensity of pain using a pain scale. The pain scale is used in evaluating the pain and also in evaluating the effectiveness of pain medications or treatments. The pain scale uses numbers from 0 (no pain) to 10 (the worst pain possible) or pictures of faces (for pediatric patients) that show various levels of discomfort. It is helpful for you to know that pain control is important in providing you with the comfort and strength to heal and get well. We know that patients who have their pain well-controlled generally tend to recover better and faster.

GOING HOME

You will be discharged from the Ambulatory Surgery Center according to your surgeon's orders and with your escort accompanying you. If you live alone, you may want to arrange for someone to stay with you on the first night after your surgery.

You will be given written discharge instructions upon leaving NYEE. Please follow these instructions regarding the medication, rest, activity and diet and any other after-care advice to help you recover as quickly as possible. You will recover faster, be more comfortable, and reduce the risks of complications when you follow your doctor's orders.

Prescription Medications

After surgery, your physician may prescribe medications. These prescriptions may be filled either at your neighborhood pharmacy or at the NYEE Pharmacy, which is conveniently located in the outpatient area – first floor. It is open from 9 am to 6 pm, Monday to Friday. NYEE accepts most prescription plans. Please bring your prescription card with you. Eye patients should note that many doctors prefer eye medications be filled at NYEE because some pharmacies do not carry special medications.

Escorts

For your safety, a spouse, friend or relative (18 years or older) must accompany you when you leave the hospital. You will not be admitted unless you have made proper arrangements for an escort upon your departure. We cannot allow you to leave unescorted. If you

need assistance, please let us know in advance, and NYEE will be happy to refer you to a private pay patient escort service. Because of limited space and safety issues, we can only allow two visitors to accompany you.

Discharge Instructions

Discharge time for patients who have stayed overnight is based on the doctor's instructions and is usually before 10 am. If you were admitted for ambulatory surgery, you will be discharged as soon as you are cleared by the anesthesiologist and your escort has arrived.

After your discharge, be sure to adhere to your physician's instructions regarding diet, rest, medication, hygiene and follow-up appointments. Take things slowly until your physician tells you it is okay to return to your usual routine. Contact your surgeon if you are concerned about your discharge instructions or have any questions.

If you have any questions, call us at (212) 979-4360 or 979-4165 Monday to Friday, 6 am to 9 pm. You may also call (212) 979-4000 and ask to have the nursing supervisor paged.

Questions to Ask

Remember to ask the following questions before you are discharged. It is recommended that you have another person with you so that he or she will be able to help you remember all the answers.

- What can I eat?
- How do I care for my incision (if any)?
- What medications should I take?
- How soon can I take a bath or shower?

- What should I do for pain?
- How much activity or exercise can I do? What about lifting and bending?
- When can I return to work?
- Can I drive a car?
- When can I resume sexual activity?
- Find out when and where to go for your follow-up appointment.

When to Call Your Physician

Should any difficulties arise following your discharge, call your physician immediately. You should also call your physician if you have any of the following:

- Fever (over 101° F)
- Chest pain or difficulty breathing
- Your incision becomes red, swollen, painful or has a discharge with a bad odor, which may mean an infection, or your incision bleeds a lot or opens. Press the area with a clean cloth to control bleeding.
- Vomiting lasting longer than four hours
- No bowel movement for three days
- Pain not relieved by medication
- You feel groggy or dizzy

If you are unable to get in touch with your physician, please call the hospital's main number at **(212) 979-4000** day or night, or go to the nearest emergency room if you experience any of the symptoms listed above.

Our “Care Call”

To follow up on how you are doing once you return home, you may receive a phone call from NYEE 24 to 48 hours after surgery to check on your condition and find out how your recovery is progressing. If you miss or do not receive the call, please telephone the Ambulatory Surgery Center at **(212) 979-4360** between the hours of 11 am and 4 pm, Monday to Friday, so that we can address any concerns or questions related to your surgery and recovery.

PAYMENT POLICY

Patients are responsible for deductibles, co-payments and any unpaid portion of the bill. It is the policy of New York Eye and Ear Infirmary of Mount Sinai to receive payment at the time of service. Patients scheduled for surgery will be required to pay for services in advance unless they are fully covered by a commercial insurance carrier, Blue Cross, Medicaid or Medicare.

Patients must pay in advance for any portion of the fee not covered by insurance.

All Medicare recipients are responsible for their deductibles. The hospital will accept cash, certified checks, MasterCard, VISA, American Express or Discover Card as payment for hospital services. Your surgeon, anesthesiologist, radiologist and pathologist will each bill you separately as their services are not included in hospital charges.

If you do not have insurance and require Financial Assistance, please call our Financial Counseling office at **212-979-4183, 4747, 4752** or **4046**.

TRAVEL DIRECTIONS

New York Eye and Ear Infirmary of Mount Sinai is located at the corner of Second Avenue and 14th Street in Manhattan, and is easily accessible by car, subway or bus.

By Car:

Take any major artery to 14th Street and proceed to Second Avenue. Parking is available in commercial parking lots in the area:

- 11th Street between First and Second Avenues
- 13th Street between Third and Fourth Avenues
- 14th Street between First and Second Avenues
- 15th Street and Third Avenue

By Subway:

NYEE is a short walk from the Union Square subway station (R, N, L, 4, 5, 6) or the L train stop at First and 14th Street.

By Bus:

NYEE can also be reached by the First and Second Avenue (M15) and 14th Street (M14) bus routes.

Parking:

Parking is very limited around New York Eye and Ear Infirmary of Mount Sinai. IF YOU ARE DRIVING TO NYEE, PLEASE NOTE.... NYEE has made arrangements for a parking discount at the following facilities:

“Little Man” Parking

220 East 9th Street - Between 2nd & 3rd Avenues.

Indoor Parking - Open 24 hours, 212-979-5708

NYEE Rate: Cars Only - Park up to 12 hours -
 Customer pays \$14.00*
 Vans and SUVs - Up to 12 hours -
 Customer pays \$24.00 (*tax Included*)*

“ICON” Parking

329 East 21st Street - Between 1st & 2nd Avenues.

Indoor Parking - Open 24 hours, 212-473-0400

NYEE Rate: Cars Only - Park up to 12 hours -
 Customer pays \$12.00*
 Vans and SUVs - Up to 12 hours*
 Customer pays \$22.00 (*tax Included*)*

How to Get Discount

Park your car. To validate your ticket obtain sticker/stamp from Security at the Information Desk in the Main Lobby. Place sticker on your ticket.

Discounts are available for employees, patients and visitors.

* Rate are subject to change.

IMPORTANT TELEPHONE NUMBERS

Main Number/

General Information.....	(212) 979-4000
Admitting Office	(212) 979-4306
Ambulatory Surgery Center ...	(212) 979-4360 or (212) 979-4165
Anesthesia	212) 979-4464
Financial Counseling Office	(212) 979-4183,4747,4752, 4046
Information Desk	(212) 979-4346, 4347
Interpreter Service	(212) 979-4093
Nutrition and Food Services.....	(212) 979-4338
Patient Information	(212) 979-4306
Pre-Surgical Testing	(212) 979-4117, 4118, 4270
Private Duty Nurse Registry	(212) 979-4353 (for information)
Social Service Department.....	(212) 979-4390
Volunteer Department	(212) 979-4462

PATIENT APPOINTMENT INFORMATION

Patient's Name: _____

Surgeon's Name: _____

Surgeon's Telephone Number: _____

Pre-Surgical Testing Appointment: _____

Date of surgery/admission _____

Time to arrive at Hospital _____ two hours before
your scheduled Operating Room time.

FOR MORE INFORMATION

On the Web: **www.nyee.edu**

You will learn about our latest programs in the specialties of eye, ear, nose, throat, and head and neck; information on patient services and physician specialties; as well as current research and education programs.

In addition, the Mount Sinai Health System website: **www.mountsinaihealth.org** offers more information on additional health care services offered throughout the system.



New York
Eye and Ear
Infirmary of
**Mount
Sinai**

**310 East 14th Street
New York, NY 10003**

(212) 979-4000 (main number)

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