



*North Shore-Long Island Jewish Health System*

# **OFFICE OF ACADEMIC AFFAIRS**

## **UNDERGRADUATE MEDICAL EDUCATION** **POLICY & PROCEDURES**

**2007-2008**

<b>Table of Contents</b>	<b>Page</b>
Mission Statement	3
Health System Profile	4
Facility Profiles	4
Application	6
Medical Student Clearance	7
Identification Badge	8
Medical Student Meals	9
Absence	10
Housing	10
Feedback Policy	10
Medical Record	10
Blood and Body Fluid Exposure	10
Confidentiality	10
Non – Discrimination and Non- Harassment	11
Code of Conduct	12
Health Sciences Library	12
Valuables	13
Fire Procedures and Duties	13
Patient’s Bill of Rights	14
Telephone Directory	18

## **NORTH SHORE-LONG ISLAND JEWISH HEALTH SYSTEM:**

### **Graduate Medical Education Mission Statement**

The North Shore-Long Island Jewish (LIJ) Health System is an integrated healthcare delivery system serving the people of Long Island and the New York metropolitan area. The health system is organized with a serious commitment to the highest quality of patient care, medical education and biomedical research.

The North Shore-LIJ Health System participates actively in the training of medical students and practicing physicians, as well as residents. The health system is specifically committed to graduate medical education. The health system has provided extensive graduate medical education to residents and fellows in the setting of extensive breadth of clinical experience and rigorous academic training. The health system is grounded in a philosophy that a commitment to excellence in medical education is closely linked to the delivery of quality medical care. The attending and support staff participates actively in the educational activities of the health system and all members of the staff are expected to embrace this philosophy.

The health system recognizes the critical nature of the transitional period represented by residency training and the difficulties and pressures the house officers face during these years. The health system is committed to providing the resources, including educational, financial, professional, human, space and equipment necessary to support and enhance the undergraduate and graduate medical education programs and to prepare our trainees as future healthcare professionals. The health system is organized to conduct graduate medical education programs in a scholarly environment with a commitment to excellence in both patient care, as well as medical education.

The North Shore-LIJ Health System is committed to being in substantial compliance with the Accreditation Council of Graduate Medical Education (ACGME) institutional requirements and insures that all of its training programs are likewise in substantial compliance with their individual Resident Review Committee (RRC) program requirements and the common requirements of the ACGME. The North Shore-LIJ Health System is further committed to maintaining equally high standards for all other training programs conducted within the health system.

## **HEALTH SYSTEM PROFILE**

### **North Shore-Long Island Jewish Health System**

The nation's third largest, non-profit, secular healthcare system, the North Shore-LIJ Health System cares for people of all ages throughout Long Island, Queens and Staten Island—a service area encompassing more than five million people. The health system includes 15 hospitals, four long-term care facilities, a medical research institute, four trauma centers, five home health agencies and dozens of outpatient centers. North Shore-LIJ facilities house more than 6,000 beds and are staffed by over 8,000 physicians, 10,500 nurses and a total workforce of about 37,500—the largest employer on Long Island and the ninth largest in New York City.

The combined graduate medical education program at the two tertiary hospitals is one of the largest in New York State. A medical staff of more than 600 full-time physicians and dentists who supervise care in all major specialties and participate in the health system's extensive teaching and research programs. House staff totals at the two tertiary's is over 850 residents and fellows in more than 85 programs approved by the ACGME, Commission on Dental Accreditation (CODA), the American Osteopathic Association (AOA) and the Council on Podiatric Medical Education (COPME) and five independent fellowships.

## **FACILITY PROFILES**

**Long Island Jewish Medical Center** shares the title of clinical and academic hub of the North Shore-LIJ Health System. It is an 829-bed voluntary, nonprofit tertiary care teaching hospital serving the greater metropolitan New York area. It was the first hospital in New York State to receive Magnet designation for nursing excellence. Three divisions comprise LIJ: Long Island Jewish Hospital, Schneider Children's Hospital and the Zucker Hillside Hospital for behavioral healthcare. Long Island Jewish Hospital is a 452 bed

tertiary adult care hospital with advanced diagnostic and treatment technology and modern facilities for medical, surgical, dental and obstetrical care. It features the Sandra Atlas Bass Cardiology Center, Pain and Headache Treatment Center, comprehensive pulmonology programs for asthma, emphysema and sleep disorders; The Center for New Life with private labor-delivery-recovery suites and a high-risk pregnancy program; and the Institute of Oncology, supported by the Joel Finkelstein Cancer Foundation. LIJ's graduate medical education program is one of the largest in New York State. A medical staff of approximately 1,400 affiliated physicians and dentists teach and serve in the inpatient and ambulatory care units. LIJ is an academic campus for the Albert Einstein College of Medicine. All programs are in departments/divisions headed by full-time faculty. The full-time staff includes more than 400 physicians and dentists who supervise care in all major specialties and participate in the medical center's extensive teaching and research programs. House staff totals over 500 residents and fellows in 45 programs

accredited by the ACGME, CODA, COPM, AOA and independent programs.

• **Schneider Children's Hospital (SCH)**, located on the campus of Long Island Jewish Medical Center, is committed to comprehensive care for children ranging from infancy to young adulthood. The hospital has 154 beds arranged in separate units on five floors, each with its own nursing and social work staffs as well as playrooms. The hospital was named one of the top 20 children's hospitals in the country by Child magazine. The hospital is a full-service, acute, medical, surgical, dental and psychiatric hospital, providing treatment for neonates, infants, children and adolescents in all disciplines, from common childhood diseases to such serious illnesses as cancer and heart disease. It is a regional center for lung rescue, bone marrow transplantation, cardiac surgery, neonatology and cystic fibrosis. It has a large Outpatient Department, seeing over 120,000 children per year as well as a pediatric urgent center and Pediatric Emergency Department. The children's hospital has tertiary satellite centers 10 in the communities of Commack, West Islip, Hewlett, Flushing and Brooklyn.

• **Zucker Hillside Hospital** is a 223-bed psychiatric facility known for its pioneering work in the diagnosis, treatment and research of mental illness. The National Institute of Mental Health has established a Clinical Research Center for the Study of Schizophrenia at Zucker Hillside, one of only five such facilities nationwide. A new research study on bipolar disorders was recently launched. The hospital's patients live in cottages and two-story buildings on a campus that offers athletic facilities and a fully accredited grade school and high school. Inpatient services include treatment for general psychiatry, schizophrenia, affective disorders, mental retardation and developmental disabilities for the geriatric, child, adolescent and adult populations. Outpatient services, including treatment for chemical abuse, are available. The Zucker Hillside Hospital offers a unique center for the study of functional disabilities called the Center for Neuropsychiatric Outcomes and Rehabilitation Research. The hospital also uses the latest virtual reality software to treat various phobic disorders including the fears of flying, heights and public speaking.

**North Shore University Hospital (NSUH)** is one of the cornerstones of the health system as well as an academic campus for the New York University School of Medicine and the Albert Einstein College of Medicine. The facility was named the nation's top metropolitan hospital in a survey published by AARP's Modern Maturity magazine and a Magnet hospital for nursing excellence. The hospital has 788 beds and a staff of 2,700 specialist and subspecialist physicians. It offers the most advanced care in all medical specialties, including open-heart surgery, urology, maternal-fetal medicine and advanced neurosurgery capabilities in the medical, surgical newborn and pediatric patients. The Sandra Atlas Bass Cardiology Center is a national demonstration site for the latest equipment and procedures including one of the New York area's first 64-slice CT scans. The Don Monti Cancer Center cares for thousands of cancer patients every year. Specialties include bone marrow transplants, geriatric oncology, breast cancer treatment and gynecological surgery. The hospital is a designated Level I Trauma Center and is recognized as a unique provider of services for HIV/AIDS patients. The Schwartz

Ambulatory Surgery Center performs 10,000 surgical procedures annually. The hospital continues to meet the needs of underserved members of the community through a comprehensive network of 65 clinics. All programs are in departments/divisions headed by full-time faculty. The full-time staff includes more than 400 physicians and dentists who supervise care in all major specialties and participate in the medical center's extensive teaching and research programs. House staff totals over 350 residents and fellows in programs accredited by the ACGME, CODA and independent programs.

### **APPLICATION:**

Medical students on required rotations are not required to complete the North Shore- LIJ health system electronic application because their rotations are governed and assigned by their respective medical schools.

Medical students seeking an elective clerkship experience must complete the North Shore- LIJ health system electronic application which can be found on the NSLIJHS website: [www.northshorelij.com](http://www.northshorelij.com). Electronic submissions are preferred. However, mailed or faxed copies will be accepted. Completed applications and all required documents must be submitted in a timely manner. It will be left to the discretion of the clinical department to accommodate medical students seeking an elective experience. Medical students enrolled in non LCME medical schools must comply with the New York State Laws governing medical student education.

### **PROCEDURES:**

To apply for a clerkship experience in a NSLIJHS program, applicants must complete and submit an Electronic Elective Clerkship Application Form which can be found on the NSLIJHS website: [www.northshorelij.com](http://www.northshorelij.com) . Applications should be submitted at a minimum of 90 days prior to the desired dates of the rotation. This is especially important for students in non-LCME/ ADA accredited medical or dental schools. Notice of the status of the medical student application will be sent via email within 4 weeks of the receipt of the application. Upon acceptance of the request for a clerkship, medical students must submit the following documentations:

- The NSLIJHS Student Medical Clearance Form
- Dean's letter from the medical/ dental school attesting of the medical student good standing.
- Proof of personal health insurance.
- Proof of malpractice insurance.
- New York State Letter of Eligibility for students who do not attend LCME accredited medical/ dental schools.

## **MEDICAL STUDENT CLEARANCE:**

All medical students applying for clerkship rotations at the health system facilities must be in good health.

- Medical students applying for **REQUIRED** clerkships do not have to submit a Medical Clearance Form to commence their clerkship. Through a contractual arrangement between their school and the health system, the student's medical status records are maintained by their school. The medical school, upon request from the health system, will release records pertaining to the student's health status.
- Medical students applying for **ELECTIVES** must provide proof of immunization of Rubeola (Measles), Rubella (German measles), Tetanus/Diphtheria, Varicella, Hepatitis B and undergo a complete physical examination and PPD test prior to the commencement of a rotation. The Medical Clearance Form must be signed by a physician to indicate that the medical student has had a complete a PPD test in the 12 months prior to the commencement of the elective. Failure to comply with the Medical Student Clearance policy will result in the loss of the elective. There are no exceptions to this medical clearance requirement.

## **PROCEDURE:**

Medical students accepted by a NSLIJHS clinical department for an elective experience must provide a completed NSLIJHS Medical Student Clearance Form, which can be found on the NSLIJHS website: [www.northshorelij.com](http://www.northshorelij.com).

The medical clearance form should be submitted to the student coordinator of the department providing the clinical experience at least (10) business days prior to the commencement of the elective. Failure to do so will result in the cancellation of the rotation.

## **IDENTIFICATION BADGE:**

All medical students are required to wear a NSLIJHS identification badge when on the ground of a health system facility. Such identification badges are generated by the NSLIJHS Human Resources.

## **PROCEDURE:**

- Medical Student Coordinators will submit a list of rotating medical students to the LIJ HR office or the NSUH Security desk 5 days before the students commence the rotation to allow for preparation of the badges.
- All medical students must obtain identification badges on the first day of their rotation. Students assigned to the LIJ campus may obtain their badge in the Human Resources department at 410 Lakeville Road. The medical student assigned to NSUH must obtain their badges from the NSUH Security desk in the back lobby on the main floor.
- Students at NSUH and LIJ are to report to the security office and present a driver's license or their medical school photo id in order for the security office to generate a NSLIJHS identification badge.

## **ID Badge Return Procedures:**

**North Shore University Hospital-** ID Badges must be returned to the Security Desk

(X8473) on the last day of a medical student's rotation.

**Long Island Jewish-** ID Badges must be returned to the student coordinator of the

department in which the clinical experience was provided.

LIJ- Department of Human Resources  
Security Office  
410 Lakeville Road  
New Hyde Park, NY 11040  
(718) or (516) 470-8835

North Shore University Hospital  
Security Office- Monti Ground Level  
300 Community Drive  
Manhasset, NY 11030  
(516)562-8473

## **MEDICAL STUDENT MEALS:**

Medical students on required clerkships only will be provided with a midday meal allowance while rotating through health system facilities and dinner allowance for the evening call assignment. Medical students on an elective rotation are not eligible to receive a meal allowance.

## **PROCEDURE:**

### **Long Island Jewish Hospital**

- Medical Student Coordinators are to use email to request meal tickets from the office of Academic Affairs. Meal tickets are to be picked up from the Office of Academic Affairs on Mondays only.
- Students will receive meal tickets for the duration of their rotation from the department medical student coordinator.

### **North Shore University Hospital**

Students are given meal points on their ID badges for the duration of their rotation. Medical student coordinators are to fax information on meal entitlements to the Cashier's Office at (562-8457). Medical students should have their ID badges with them when reporting to the Cashier's office to receive their meal entitlement.

### **The LIJ Cafeteria operates five days a week from 7 a.m. to 2:30 p.m.**

"Au Bon Pain The Bakery Cafe" is located in the lobby of Long Island Jewish Medical Center and is open 24 hours a day, seven days a week.

**The cafeteria at North Shore University Hospital is open daily from 6:30 a.m. to 8:30 p.m.** On the weekend, the cafeteria closes in the afternoon at 2:30 p.m. and reopens again at 5:30 p.m.

The "Deli" located in the first floor lobby is open weekdays from 7:30 a.m. to 11 p.m. and on weekends from 11 a.m. to 11 p.m.

**Kitchen Kabaret operates the food concession at Zucker Hillside Hospital Monday to Friday from 8:30 am to 2:30 pm.**

### **ABSENCE:**

The policy relative to medical student's attendance and punctuality is governed by the rules of his / her respective medical school.

### **HOUSING:**

NSLIJHS does **not** provide living accommodation for medical students.

### **FEEDBACK:**

Frequent feedback about observed strengths and weakness and suggestions for improvement should be provided to the students on an on going basis at a minimum. Formal feedback should be provided at mid-rotation and at the end of the rotation.

### **MEDICAL RECORD:**

Medical students, in the course of their educational curriculum, may take patient histories, perform complete physical examinations and enter findings in the medical record of the patient with the approval of the patient's attending physician. All medical student entries must be countersigned within 24 hours by an appropriately privileged physician.

### **BLOOD AND BODY FLUID EXPOSURE:**

Universal infection control precautions are to be followed at all times. Medical students exposed to blood or other body fluids are to report to the NSLIJHS Employee Health Services during day time hours 8:30 am to 4:30 pm and to the Emergency Department facility after 5:00 pm for counseling and possible treatments. All exposures to blood or body fluids should be reported to the parent medical school by the next regular work day. In addition to the initial visit to EHS or ER, medical students are to seek medical care from their private primary care physician for follow-up care, confidential records and testing, counseling and prevention education.

### **CONFIDENTIALITY:**

It is the health system's policy to maintain patient confidentiality at all times. Patient's personal information can be safeguarded by closing curtains and/or doors when appropriate, only share patient information with other health care workers on a "need-to-know" basis, and never discuss patient information in hallways, elevators or in the cafeteria.

## **NON-DISCRIMINATION AND NON-HARASSMENT**

The health system is committed to maintaining a work environment that is free from discrimination and harassment. In keeping with this commitment, the health system does not tolerate discrimination against its employees by anyone, including any supervisor, co-worker, vendor or client.

Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based upon a person's protected status, such as sex, gender, color, race ancestry, religion, national origin, age, physical handicap, medical condition, disability, marital status, sexual orientation, veteran status, citizenship status or other protected group status. The NSLIJHS does not tolerate harassing conduct that affects job benefits, that interferes with an individual's work performance, or that creates an intimidating, hostile or offensive work environment.

Unwelcome sexual advances, requests for sexual favors, and physical, verbal or other conduct based on sex constitute sexual harassment when:

- Submission to the conduct is an explicit or implicit term or condition of employment.
- Submission to or rejection of the conduct is used as the basis for an employment decision, or
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment may include persisting in (after the person has protested) explicit sexual propositions, sexual innuendo, suggestive comments, sexually-oriented "kidding" or "teasing," "practical jokes," jokes about gender-specific traits, foul or obscene language or gestures, display of foul or obscene printed or visual material, and physical contact such as patting, pinching or brushing against another's body.

All employees are responsible for ensuring that harassment is avoided. If you feel that you have experienced or witnessed harassment of any kind, you are strongly urged to immediately notify the Human Resources Department at your facility. If you are uncomfortable in relating such a complaint to that person or if you are not satisfied with the response, you may report the harassment to Corporate Human Resources.

*The health system forbids retaliation against anyone for reporting harassment, assisting in making a harassment complaint, or cooperating in a harassment investigation.*

The NSLIJHS' policy is to take all complaints seriously and if properly reported, to investigate all such complaints thoroughly and promptly. Except as may be necessary to adequately investigate such complaints, the health system will keep the complaints and the terms of their resolution confidential. If an investigation confirms that harassment has

occurred, the health system will take corrective action including such appropriate discipline, up to and including immediate termination of employment.

### **CODE OF CONDUCT:**

The patient's well-being lies at the heart of all the efforts of the medical staff. Student's attire and grooming should not offend patients. The medical student should be neatly dressed. It goes without saying that any health care provider's hands must be clean when examining patients. Conversation at the bedside should be conducted in a fashion that spares the patient's feelings and allays fears but does not make the patient an "outsider" to what is going on. Examining a patient and then withdrawing out of earshot, but within vision, to discuss the case can only arouse needless anxieties. Judicious discussion at the bedside is preferred and searching analysis saved for the conference room.

Elevators, corridors, the cafeteria, etc. are public areas used by the families of patients. **HEALTH SYSTEM STAFF MUST NOT DISCUSS CASES OR USE PATIENTS' NAMES WHILE IN PUBLIC AREAS.** Finally, leaning on beds, seeking support from foot rails, reading magazines on the bedside table while the attending or other physician examines the patient, walking away from the bedside during formal rounds and talking when another doctor is making a point, all contribute to an unprofessional atmosphere. Families of patients are to be treated with respect and dignity and their fears and anxieties are to be understood and cared for as well.

### **HEALTH SCIENCES LIBRARY:**

The LIJ Health Sciences Library is an integrated system that includes libraries at the LIJ and Zucker Hillside Hospital divisions. The library provides access to over 600 electronic journals and an on-site collection of over 20,000 books and journals. A special collection of review books and computer programs are available for house staff when studying for boards. The library catalog as well as all the databases, e-journals and e-textbooks are accessible on EMIL, the Electronic Medical Information Library on the health system intranet portal called HealthPort. It is recommended that new staff register as soon as possible in order to obtain access. Librarians are also available for training and to conduct literature searches for staff.

Materials not owned by LIJ or Hillside can be ordered via interlibrary loan. Public access computers are available at both libraries and assistance is provided in using various computer applications. The e-mail address for the library [ismedlib@lij.edu](mailto:ismedlib@lij.edu).

The LIJ library is located on the C Level of the Schwartz Research Center. The phone number is 470-7070. The hours are Monday to Friday from 8:30 a.m. to 6:30 p.m. North Shore University Hospital Library. The NSUH library is open to North Shore-LIJ Health System staff. Borrowing and interlibrary loans are limited to North Shore, Glen Cove, CECR, and Research Institute registered users. WebCat, the library's online

catalog, lists all of its holdings and provides e-links to electronic journals, books, databases, etc. On-site, WebCat may be accessed directly at <http://medlib.nshs.edu>. Remote access to library resources is available on HealthPort through Electronic Medical Information Library. When required, login information for electronic journals is given in WebCat. The medical library will obtain via Interlibrary Loan requested items not owned by Interlibrary Loan.

The NSUH library is located on the first floor of the Tower Building opposite the Rust Auditorium. The phone number is (516) 562-4324. The hours are from 8 a.m. to 6 p.m. Monday through Friday.

The Zucker Hillside Library is located on the lower level of the Littauer Building. The phone number is (718) 470-8090. The regular hours are Monday to Friday 9 a.m. to 5 p.m. The Zucker Hillside Library subscribes to 175 print journals and maintains an historical collection of books and journals.

### **VALUABLES:**

The health system cannot assume responsibility for valuables or personal property left in any locations around the health system including OR lockers and on-call rooms. Any loss or theft of property should, however, be reported immediately to the Security Office on the campus where the theft occurred.

### **FIRE PROCEDURES AND DUTIES:**

LIJ Division—Every possible precaution has been taken to prevent the outbreak of fire in the health system. In the event of fire, the safety of everyone depends on the ability of all staff to take necessary measures to ensure that all patients, staff and visitors are protected. All staff members are responsible for reporting any condition which could possibly develop into a fire.

**Fire Drills.** Fire Drills are conducted to practice and review the methods and procedures used to extinguish a fire and for a safe and orderly evacuation of the building if necessary.

Every house staff member must know:

1. Location of fire alarm boxes, fire exits, and fire extinguishes.
2. How to operate fire alarms boxes.
3. How to operate fire extinguishes.

When discovering a fire remember codeword **“RACE”**

**Rescue** – Remove to safe area

**Alarm** – Pull alarm box and dial the hospital emergency number

**Confine** – Prevent spread of fire by closing the door to the effected area.

**Extinguish** – Prevent extension of fire

When the fire alarm bells sound, house staff members shall ascertain the location of the alarm from alarm charts posted at every alarm box. You should then proceed to the location and take charge of patient care as soon as possible.

**Report Alarms.** Code word for fire in the health system is “Dr Red.”

There are two ways to report a fire in a health system facility:

1. Pull alarm box
2. Dial emergency number

Procedures to be followed in the event of a fire—Between the hours of 9 a.m. and 4 p.m., Monday through Friday, all house staff members on duty should report to the patient units where they will assist in closing doors and windows to prevent spread of smoke and fire and prepare for the removal of patients. On evening and night shifts and on weekends, all house staff on duty shall report to the scene of the fire and take whatever steps are necessary to safeguard patients and combat the fire under the direction of the fire response team until the arrival of the Fire Department.

### **PATIENT'S BILLOF RIGHTS AND RESPONSIBILITIES:**

Those of us who are concerned with patient care—the patient, the physician, and the hospital staff—are partners in the healthcare process, and each of us must recognize and respect the rights and dignity of others and uphold our own responsibilities.

### **PATIENT'S RIGHTS**

The Patient's Bill of Rights was established by the New York State Department of Health as a vehicle for better communication between the patient and the hospital staff. The health system staff is trained and Id to carry out these principles. We know that their effective applications will lead to improved care and greater patient satisfaction. As a patient in a hospital in New York State, a patient has the right, consistent with law, to:

1. understand and use these rights. If for any reason the patient does 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, national origin, disability, sexual orientation 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 needed.
5. be informed of the name and position of the doctor who will be in charge of their care in the hospital.
6. know the names, positions and functions of any hospital staff involved in their care and refuse their treatment, examination or observation.
7. a no smoking room.
8. receive complete information about their 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 "Do Not Resuscitate Orders – A Guide for Patients and Families."
11. refuse treatment and be told what effects 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. 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 Department of Health. The hospital must provide you with the Department of Health's telephone number.
18. authorize those family members and other adults who will be given priority to visit

consistent with your ability to receive visitors.

19. Make known your wishes in regard to an anatomical gifts. You may document your wishes in your healthcare proxy or on a donor card available from the hospital.

### **PATIENT'S RESPONSIBILITIES**

The Statement of Patient's Responsibilities was designed as a companion to the Bill of Rights in an effort to encourage patients to participate in their own healthcare and treatment. The health system believes that a mutual understanding of the Patient's Bill of Rights and Responsibilities will result in more effective delivery of healthcare services.

To the extent possible, the health system requests patients to:

1. understand that it may become necessary during your hospital stay to relocate you to another bed on the nursing floor or to another medical service within the hospital. These decisions are based on medical needs. We are sorry for any inconveniences that relocating you may cause.

2. provide information relating to insurance and other sources of payment. Please make arrangements to meet your financial obligations or seek help, if necessary, by calling the Medicaid Eligibility Program at (718) 470-7544.

3. provide accurate and complete information about your past illnesses, hospitalizations, medications and other matters relating to your health and to answer any questions concerning these matters.

4. understand your health problems and treatment to your own satisfaction and to ask questions if you do not understand.

5. provide information to your physician or other healthcare professionals about unexpected results of treatment or changes in an expected course of treatment.

6. participate in your healthcare planning by talking openly and honestly about your concerns with your physician and other healthcare professionals.

7. cooperate with your physician and other health professionals in carrying out your healthcare plan both as an inpatient and after discharge.

8. understand that the patient or family member accepts the consequences and outcomes of refusing recommended treatment and/or failure to follow the practitioner's instruction.

9. understand the importance of following hospital rules and regulations concerning patient care and conduct.

10. to be considerate of others by reducing the amount of unnecessary noise, by not

smoking or causing distractions. We also ask that patients and families respect the property of other persons and that of the hospital.

11. be responsible for safekeeping of all your personal articles. We urge you to send home all valuables and clothing you will not need as a patient. Articles such as dentures, hearing aids, contact lenses, etc., should also be sent home if you do not need them while in the hospital. If you do need these articles, you are personally responsible for their safekeeping. Please ask for a denture cup in which to keep your dentures when not in use. Do not place them on your food tray or underneath your pillow. The hospital is not responsible for the loss of personal articles that are not absolutely necessary for patient health.

We ask that you be considerate of your fellow patients, respecting their need for privacy and a quiet environment.

**TELEPHONE DIRECTORY:**

**North Shore-Long Island Jewish Health System**

**David L. Battinelli, MD** (516) 465-3174  
*Chief Academic Officer and Senior VP of  
Academic Affairs*

**Carolyn C. Snipe** (516) 465-3178  
*Director of Graduate  
Medical Education*

**Miriam A. Smith, MD** (516) 465-3120  
*Director of Medical Student Education*

**Daphnie Pilgrim** (516) 465-3184  
*Assistant Director of Undergraduate  
Medical Education*

**Marie Ilagan** (516) 465-3120  
*Medical Student Coordinator*

**Long Island Jewish Medical Center Administration**

**Dennis Dowling** (718) 470-7764  
*Executive Director*

**John Steele** (718) 470-4885  
*Deputy Executive Director, Chief Operating Officer*

**Jeremy Boal** (718) 470-7858  
*Medical Director*

**Kerri Scanlon, RN** (718) 470-7825  
*Nursing Director*

**North Shore University Hospital Administration**

**Dennis Dowling** (516) 562-4050  
*Executive Director*

**Susan Somerville** (516) 562-4050  
*Deputy Executive Director, Chief Operating Officer*

**Peter Walker, MD** (516) 562-4887  
*Medical Director*

**Kathleen Capitulo, RN** (516) 562-4050  
*Chief Nurse Executive*

**Schneider Children's Hospital**

**Philip Lanzkowsky, MD**

**(718) 470-3201**

*Executive Director*

**Eric Chaiken**

**(718) 470-8874**

*Associate Executive Director, Operations*

**Cari Quinn, RN**

**(718) 470-3171**

*Associate Executive Director, Patient Care Services*

**Andrew Steele, MD**

**(718) 470-3440**

*Medical Director*

**Zucker Hillside Hospital**

**Chantal Weinhold**

**(718) 470-8001**

*Executive Director*

**William Jacobowitz, RN**

**(718) 470-8466**

*Associate Executive Director, Operations*

**Peter Manu, MD**

**(718) 470-8291**

*Medical Director*

### Clerkship Directory

Departments	Contact Number
Anesthesiology – LIJMC	718-470-7390
Anesthesiology - NSUH	516-562-4887
Biostatistics – Feinstein Inst. For Medical Research -NSLIJ	516-562-1001
Cardiothoracic Surgery - NSLIJ	718-470-7462
Dental Medicine (General)- LIJMC	718-470-7120
Dental Medicine (General)- NSUH	516-562-4525
Dental Medicine (Oral & Maxillofacial Surgery) - LIJMC	718-470-7120
Dental Medicine (Oral Pathology)	718-470-7120
Dental Medicine (Pediatric Dentistry) – LIJMC	718-470-7120
Emergency Medicine - LIJMC	718-470-7873
Emergency Medicine - NSUH	516-562-2925
Internal Medicine – LIJMC	718-470-7295
Internal Medicine– NSUH	516-562-4764
Cardiology – LIJMC	718-470-7295
Cardiology – NSUH	516-562-4764
Endocrinology – LIJMC	718-470-7295
Gastroenterology - LIJMC	718-470-7295
Gastroenterology – NSUH	516-562-4764
Geriatric Medicine – LIJMC	718-470-7295
Geriatric Medicine – NSUH	516-562-4764
Hematology/Oncology – LIJMC	718-470-7295
Hematology/Oncology – NSUH	516-562-4764
Infectious Diseases – LIJMC	718-470-7295
Infectious Diseases – NSUH	516-562-4764

<b>Departments</b>	<b>Contact Number</b>
Nephrology – LIJ	718-470-7295
Nephrology – NSUH	516-562-4764
Pulmonary & Critical Care - LIJ	718-470-7295
Pulmonary & Critical Care – NSUH	516-562-4764
Rheumatology – NSLIJ	718-470-7295
Sleep Medicine – NSUH	516-562-4764
Neurology – NSLIJ	516-470-7311
Obstetrics & Gynecology – LIJ	718-470-7660
Obstetrics & Gynecology – NSUH	516-562-4429
Ophthalmology – NSLIJ	516-465-8460
Orthopedic Surgery - LIJ	718-470-7020
Orthopedic Surgery - NSUH	516-562-4865
Otolaryngology – NSLIJ	718-470-7558
Pathology – NSLIJ	718-470-6929
Pediatrics – NSLIJ	718-470-3204
Psychiatry – LIJMC	718-470-8384
Psychiatry – NSUH	516-562-3051
Radiology – LIJMC	718-470-4585
Radiology – NSUH	516-562-3051
Surgery – LIJMC	718-470-4374
Surgery – NSUH	516-562-2461
Pediatric Surgery - NSLIJ	718-470-3135
Urology – NSLIJ	516-562-2934