



# Good Samaritan Hospital Medical Center

Catholic Health Services

At the heart of health



## Dear Patient,

Welcome to Good Samaritan Hospital Medical Center, a member of Catholic Health Services. We are dedicated to your health and well-being and will do everything possible to make your stay comfortable and pleasant. Although the sounds and routines of a hospital may be a different experience for you, we want you to feel at home.

We are proud of Good Samaritan, a recipient of the Outstanding Achievement Award from the Joint Commission on Cancer, Comprehensive Stroke Designation and Level II Trauma Verification for both adults and pediatrics, all for meeting the highest standards of safety and quality. Satellite programs, including the Center for Pediatric Specialty Care, Outpatient Rehabilitation Center and Good Samaritan Nursing Home, also deliver excellent care in the community.

The quality of your care is made possible by many people, including physicians, nurses, technicians, therapists, practitioners, and clerical and support staff, as well as volunteers, all devoted to helping you get better. Our nursing staff make visiting rounds at one-to two-hour intervals to ensure your comfort and satisfaction. If something does not meet your expectations, please contact your nurse manager so we can address it. After discharge, you may receive a follow-up telephone call and/or a patient satisfaction survey by mail. We deeply appreciate comments of any kind and welcome the opportunity to further improve our service. Your input helps us succeed in providing the best possible care for you and your family.

We hope this guide will answer your questions about what to expect at Good Samaritan. We wish you well and assure you that your good health is our highest priority.

Sincerely,

Ruth E. Hennessey  
President, Good Samaritan Hospital Medical Center.

# Service Excellence and the Patient Experience

At Good Samaritan, your safety is our most important consideration. We know that admission to a hospital can be a stressful time for patients and their families. Our goal is to ensure that your hospital stay is as pleasant as possible, while helping you to get well. We understand that during your stay you may be feeling weak or otherwise limited in movement, so please do not hesitate to ask any of our staff members for help. Also, we welcome your feedback at any time, because it will enable us to better meet the needs of all our patients. Every comment is helpful. If there are any concerns requiring a solution, you may bring them to the unit's nurse manager (please see the white board in your room for the names of your nursing staff). For an unresolved concern, please contact the administrative coordinator for service quality at (631) 376-4173 (or ext. 4173, if dialed from a hospital phone). After discharge, you may receive a phone call from our vendor HealthStream who will ask a few brief questions about your hospital experience. The questions in the Hospital - Consumer Assessment of Healthcare Providers and Systems {H-CAHPS} are mandated by the federal government. Your responses to these questions help Good Samaritan to continuously improve the experience for all patients.

## Before Your Admission

### What to Bring

- A list of any medications you are taking (please include prescription or over-the-counter medications, vitamins, nutritional supplements or herbal products)
- A list of allergies
- Personal items such as toothpaste, a toothbrush, a comb, a brush, shampoo, deodorant and soap
- Eyeglasses, hearing aids and dentures, as needed (these items should be kept on your bedside table when not in use; we will provide a special denture container for safekeeping)
- Important phone numbers
- Insurance information
- Photo identification, such as a driver's license

- Health care proxy (if you do not have one completed already, a form is provided in this packet for your use)

### What Not to Bring

- Money (except perhaps just enough cash to cover telephone/TV costs and minor items), credit cards and other wallet or purse contents
- Jewelry, watches or other valuables (personal valuables must be stored in the hospital safe, and you will be given an itemized receipt; please ask your nurse for details)
- Medication of any kind, unless otherwise instructed by your physician (any required medications will be dispensed by Good Samaritan's pharmacy)
- Electrical appliances

## During Your Stay

### Your Room

At Good Samaritan, patient rooms are grouped by medical specialties, such as surgery, internal medicine and obstetrics. Every effort is made to place you in the unit corresponding to your diagnosis. Please note that medical insurance does not usually cover the cost of a private room.

### Room Temperature

All rooms in the hospital are centrally heated and air conditioned. If your room temperature is not comfortable, please notify the nursing staff so that we can accommodate you.

### Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the call button, the nursing station is alerted and a light flashes above your door. A staff member will respond to your signal as soon as possible.

### Quiet Time

To enable you to rest and promote better healing, there is a daily, hospital-wide quiet time, between 3:30 pm and 5:30 pm (1:00 pm to 3:00 pm for new mothers and their babies). The beginning of quiet time is indicated by an overhead announcement. While families and friends are still welcome during these hours, they may want to reserve this time for you to rest. If they do visit during quiet time, they can best assist you and neighboring patients by turning off cell phones and speaking quietly.

## During the Night

We want to give you a quiet and comfortable nighttime environment. Each evening at 10:00 pm, an overhead message wishes patients a restful night and marks the beginning of another quiet period, extending until 6:00 am. Prompted by this announcement, staff will lower their voices and dim the lights. Nighttime rounds include making each patient comfortable, lowering TV volume and closing doors to minimize noise. You are invited to tune in to Channel 98, the hospital's 24-hour, free relaxation channel, which features instrumental music and nature scenes. Every effort is made to ensure that you get a good night's rest. Because we realize that hospitals can be noisy places and, despite our best efforts, even small sounds can seem amplified at night, your nurse can provide you with a set of earplugs and a sleep mask. For your safety, we ask that you stay in bed after you have been made comfortable for the night. For assistance during the night, please use your call button, and our staff will be happy to help you.

## Newspaper and Gift Cart

Every weekday, Good Sam volunteers make rounds with a gift cart stocked with morning newspapers, magazines, snacks and sundries to purchase, for your convenience. Newspapers are available on Saturdays as well. Should you have a special request, please call the Volunteer Office Monday through Friday at (631) 376-4121 (or ext. 4121) during business hours.

## Stephanie Joyce Kahn (SJK) Foundation Listening Therapy Program

This unique program is available to patients through the generosity of the SJK Foundation. Both children and adults have free access to recordings of literature, music, performances and plays on tape. Please ask your nurse for more information or contact the Volunteer Office at (631) 376-4121 (or ext. 4121).

## Electrical Appliances

Most electrical appliances can pose a fire hazard, because they are not grounded for use in a hospital environment. To maintain a safe environment, the following are not permitted: electric hair curling or straightening devices, portable TVs, CD players, electric heating pads, extension cords, electronic toys and games, and computers. Cellular telephones may be used only in designated areas of the hospital. The purpose of the policy is to minimize the risk of these devices interfering with clinical equipment or interrupting patient care.

## Fire Drills

Fire drills are conducted at regular intervals. Occasionally, a fire alarm will sound and you will hear a "Code Red" announced. You may also notice a strobe light flashing. Do not be alarmed. In the event of a true emergency, our very competent and expertly trained staff will assist you. Remain in the area you are in until the all clear is announced.

## Dining Services

Wholesome, nourishing and well-balanced meals are important to your treatment and recovery. Your doctor may prescribe a diet suitable for your medical needs, and Good Samaritan's Nutrition and Food Service Department will provide you with healthy meals and nutritional education. If you practice dietary restrictions for religious or personal reasons, be sure to advise your nurse.

To better accommodate our patients, Good Sam is always making improvements in nutritional services. Feel free to request a consultation with our clinical nutrition staff if you have any questions or concerns during your stay. Registered dietitians can discuss your specific dietary needs and provide you with nutritional education. After discharge, our dietitians are available to answer questions regarding a prescribed meal plan. They can be contacted Monday through Friday from 9:00 am to 5:00 pm at (631) 376-4049 (or ext. 4049).

## Patient Television/Telephone Use

Good Samaritan offers extensive TV programming, including live-broadcast Mass and other religious services, basic cable and free educational programming (in English and Spanish) on topics such as heart disease, asthma and diabetes. In addition, the C.A.R.E. channel (98 on your TV) is complimentary and available 24 hours a day. Channel 98's beautiful nature images and instrumental music have been produced specifically to support a healing environment. Ask the nursing staff for a program guide or for help in ordering your educational programming using your bedside telephone.

Cellular phone service may not be available in every area of the hospital. For your convenience, a bedside telephone may be activated for your use. Please inform your relatives and friends that they may dial you directly by calling the exchange 376 plus your personal extension number, which you will receive after being admitted. Incoming calls are permitted between the hours of 7:00 am and 11:00 pm; outgoing calls may be placed at any time. However, out of courtesy for other patients, please refrain from telephone usage during "quiet times," 3:30 to 5:30 in the afternoon (1:00 to 3:00 for new mothers) and 10:00 pm to 6:00 am (overnight), if possible.

Our automated system allows you 24-hour access to activate the TV and/or telephone service from your bedside phone. A TV/telephone service attendant is in the building from 9:00 am to 8:00 pm, 7 days a week. Please dial ext. 3369 and leave your room number and name for assistance from the attendant. To use the automated system to activate your TV/phone service, dial ext. 3988 from your bedside phone and follow the prompts (please see Helpful Information for current rates).

For outgoing local calls, press “9” and the 7-digit number. For long-distance calls (outside the 631 area code), press “9,” followed by “1” and the area code, plus the 7-digit number. To reach the hospital’s operator, press “0”. Extensions within the hospital may be reached by dialing the four digits (please see Helpful Information for a telephone directory). To call a (631) cell phone or an Optimum phone within the calling area, please dial “0” and the operator will connect you.

The use of a bedside telephone is available for an unlimited number of local calls (western Suffolk County, the south shore east to Bellport and the north shore east to Port Jefferson) for a daily fee (please see Helpful Information), in accordance with the tariffs approved by the Public Service Commission. Your telephone charges are not covered by insurance and are payable daily. If you do not choose to have phone service, incoming calls will be unavailable.

For urgent calls, a courtesy telephone is located in the main lobby; please ask for assistance. Portable TVs are permitted only in designated areas of the hospital, in order to avoid interference with clinical equipment or interruption of patient care.

***Payment for TV/telephone service is accepted in three ways:***

***Credit card*** – All major credit cards are accepted. If you choose to use a debit card, please note that a hold charge (please see Helpful Information for the amount) will be placed on your card until you are discharged from the hospital. Using a regular credit card will not incur the hold charge.

***Home billing*** – Charges can be placed on your home phone bill. This will incur a one-time activation fee (see Helpful Information), in addition to the rental fee.

***Cash*** – You can reach the TV/telephone service attendant at (631) 376-3988 (or ext. 3988 from your bedside phone). The attendant can accept payment and answer any questions you may have.

## **Your Patient Identification Band**

After being admitted, a patient identification band will be placed on your wrist. This band contains important information about you and will help the staff to better meet your individual needs. Please wear it throughout your stay. If your band is uncomfortable, is removed or falls off, let your nurse know immediately. The band will

be checked often during your stay (especially when blood is taken or medications are dispensed). In addition to checking your identification band, you will be asked your name and date of birth repeatedly throughout your stay. These are both done for identification purpose and to ensure your safety at all times.

## **Smoking**

For the well-being of patients, visitors and staff, Good Samaritan is an entirely smoke-free hospital, with smoking prohibited anywhere on the premises or at any Good Samaritan facility. This includes tobacco products as well as e-cigarettes, vapes, and other tobacco-free smoking products. Please speak to your doctor about prescribing a nicotine patch, if necessary. The following resources are also available:

- “NY QUILTS” (1-866-697-8487) smokers’ helpline
- Suffolk County Department of Health (DOH) assistance for smoking cessation at (631) 853-4017 or [www.suffolkcountyny.gov/health](http://www.suffolkcountyny.gov/health)
- The hospital hosts programs such as “Learn to Be Tobacco-Free” classes (developed by the Suffolk County DOH). Please call (631) 376-4444 (or ext. 4444) for information.

## **Hospital Beds**

Hospital beds are somewhat different from your bed at home. They are electronically operated. Please be careful when getting into or out of your bed, and do not hesitate to ask for assistance if you need it.

## **Banking**

For the convenience of patients and visitors, an automated teller machine (ATM) is located in the main lobby.

## **Pastoral Care**

As members of an interdisciplinary health care team, the pastoral/spiritual care staff provide spiritual and emotional support to patients, their families and loved ones. Such support enhances the healing process through the care of mind, body and spirit. Additionally, sacramental ministry is available to patients of the Roman Catholic tradition, as well as prayer and devotional materials for persons of all religious traditions. Religious services are televised on Channel 99. (Please refer to the schedule for religious services in the pastoral/spiritual support service brochure.)

A chaplain is available to offer pastoral/spiritual care throughout the hospital. If you have not had an opportunity to speak with a chaplain, please let your nurse know, and she or he will contact the Pastoral Care Department. For further information, please call (631) 376-4103 (or ext. 4103). A Roman Catholic chapel is located on the first floor of the main building. An interfaith chapel located in the Baxter Pavilion is available for prayer and/or quiet time.

## Interpreter Services

Interpreters skilled in sign language and foreign languages are available to assist you with communication on health related issues. Also, a mobile video conferencing unit provides professional sign language services anywhere in the hospital from qualified offsite interpreters. These services may be accessed through your unit nurse or the Nursing Office at (631) 376- 4038.

All services are provided at no cost to the patient or family/accompanying individual.

## Services for the Deaf, Hard of Hearing, Blind, Visually Limited and Limited English Proficient (LEP) Patients and Accompanying Individuals

Good Samaritan Hospital Medical Center (including all affiliate sites) recognizes that individuals must be able to communicate effectively with their health care providers. An initial assessment of the patient's communication style is made as a patient arrives at Good Samaritan Hospital Medical Center or offsite facility. Good Samaritan uses CyraCom, a company that provides live on-demand interpreting services for the LEP patient/family and for the deaf. Through audio (phones) and visual technology (video carts), CyraCom provides qualified medical interpreters with advanced health care-focused training for complete, accurate and confidential interpretation. All interpreters are live at the time of the interaction. Good Samaritan Hospital Medical Center also has two Interpretation Service companies who will provide qualified live in-person interpreters for the deaf.

Braille packets of the Patient Guide are available. Recordings of the important documents are accessible on individual phone extensions at the bedside for the blind or visually limited patient or family member.

The Hospital also provides assistive equipment, which include TTY devices, phone amplifiers and pocket talkers (to enhance sound for those who are hard of hearing). The equipment may be obtained through your unit nurse or the Nursing Office at (631) 376-4038.

## Hand Hygiene

Hand washing is the most important and simplest way to help reduce the spread of infection. There are two acceptable ways to clean your hands: using soap and water or using waterless hand gel, available in dispensers throughout the hospital. You should not feel hesitant about reminding anyone entering your room, including visitors and staff, about the importance of hand hygiene, especially if you think a member of the staff may have forgotten to clean his/her hands before touching you or something used in your care, such as equipment or medicine. Members of the staff should always wash their

hands prior to and after direct patient contact, before serving food or administering medication, after helping patients use the bathroom or commode and whenever gloves are removed. If you feel uncomfortable speaking directly to a staff member or visitor about this, please discuss your concerns with someone who is caring for you so that this person may follow up. Please remember, hand hygiene saves lives.

## Ethical Issues: Respecting the Dignity of Each Individual

The Ethics Committee is available to offer expertise and assistance with difficult decisions regarding patient health care issues that have not been resolved by other methods. Committee members are drawn from multiple disciplines, including the fields of nursing, medicine, social work, administration, chaplaincy and members of the community, as required by New York State law. Unless specifically mandated by law, regulation or medical center policy, the committee will not act as the primary decision-maker, but will instead act solely in an informative and advisory capacity, supporting the primary decision role of the family-patient-physician triad. The goals of the committee are to educate, advise, offer support and consultation, and serve as a resource for patients, families, physicians and staff members.

If you have an ethical issue you would like addressed, follow these steps:

- First, try to discuss it with the attending physician. Since he/she knows you, quite often by simply requesting to meet and communicate with the physician involved, the situation can be explained or clarified.
- If you feel that your ethical concerns are still unanswered, then speak with your nurse or contact the patient representative at (631) 376-4173 (or ext. 4173) to inquire about an ethics consult.

## “First Impressions” Program

Throughout Catholic Health Services, we strive to provide the best of the art and science of health and medicine across the continuum of life. Implementing this mission every day, both professionally and personally, is key. “First Impressions” is designed to emphasize the mission of caring at Good Samaritan. If you would like to recognize a member of the staff during your stay, please complete a “First Impressions” recognition program card and give it to a staff member or drop it in the mail. Ask your nurse for one of the cards, which are included in displays throughout the hospital. It will be forwarded to the Department of Human Resources. Please call (631) 376-4060 (or ext. 4060), if you have questions about Good Samaritan’s “First Impressions” program.

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# Visitor Information

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## Concierge Services

Knowing that admission to a hospital can be stressful, Good Samaritan's staff makes every effort to accommodate the needs of our guests. Please let the concierge know if there is something you or a loved one may need for your comfort. Our hope is that your experience at Good Samaritan is as pleasant as possible. For your convenience, we offer information on the following:

- On-campus courtesy transport
- Train and bus schedules
- Taxi services
- Nearby hotels and restaurants
- Meeting schedules
- Maps

To reach the concierge desk, you may call (631) 376-3585 (or ext. 3585).

## Coffee Shop

The Captree Café, open 7 days a week from 6:30 am to 8:00 pm, is conveniently located in the main lobby for visitors and offers a variety of hot food, sandwiches and beverages.

## Gift Shop

Gifts, greeting cards, candy, flowers and toiletries are among the items for sale in the gift shop. Located off the main lobby and open 7 days a week from 9:00 am to 8:00 pm, the shop is managed by the Guilds of Good Samaritan Hospital Medical Center.

## Gifts for Patients

Visitors are asked to check with the nurse before bringing gifts of food or drink for patients, to make sure the gift is appropriate. In the Intensive Care Unit, please consult unit personnel regarding any gifts for patients.

## Flowers and Balloons

Mylar™ balloons and balloon bouquets are permitted (for the safety of patients who may be allergic, latex products may not be taken to patients). Due to the delicate condition of patients in the intensive care units, live and/or artificial floral arrangements, cut flowers and plants are not permitted.

## Visiting Guidelines

Visits from family and friends are welcomed\* and can be helpful to your recovery (please see Helpful Information for current visiting hours). Patient comfort and care are our primary concerns, and so we ask that visitors abide by the following guidelines. In addition, it is recommended that you check at the nursing station on specific units for information about visiting. (Additionally, see the "Hand Hygiene" section.)

The number of visitors may be limited, depending on a patient's condition, at the discretion of the nurse manager. Permission for variations in visiting will be at the discretion of the nurse taking care of the patient. In addition, each patient has the right to deny visiting rights to any individual. Patient preference regarding denial of visitation is documented in the patient's chart. Sick people (i.e., those who have been exposed to or have a communicable disease) should refrain from visiting patients. In the interest of safety, children should always be properly supervised.

Visiting hours are determined based on patients' needs. We ask that no more than two visitors be at the bedside. Friends and loved ones may be asked to visit in intervals to facilitate care or required procedures. In the Emergency Department, adults may have one visitor per bedside; children may have two, to accommodate both parents. No carriages or strollers are permitted in the Maternity Unit or any other unit, at any time. In the Special Care Unit, children may visit, depending on the patient's condition and with permission from the nurse manager.

*\* We suggest half-hour visiting sessions for maternity patients. IDs will be given to the infant's brother(s) (blue band) and/or sister(s) (yellow band) for protection of the infant.*

## Telephone Availability for Visitors' Use

For any visitor who needs to make an urgent telephone call, a courtesy phone is located in the main lobby. Please ask for assistance.

## Parking

Free visitor parking is available in front of the hospital, in specifically designated areas and at the rear of the building. During specific hours, complimentary valet parking is also offered at the main entrance.

## Restrooms

For health and safety reasons, visitors are asked not to use the bathroom facilities in patient rooms. Public restrooms are located on the main level, as well as on each patient floor.

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# Preparing for Discharge

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## Discharge Procedure

Very soon after admission, you should discuss with your doctor and care manager when you can anticipate leaving the hospital and what services you may require for post-hospital care. The care manager and social worker on your unit will offer information, assistance and guidance to you and your family.

If you are returning directly home, consider having a family member, a friend or a professional from a home care agency evaluate the safety and accessibility of your residence. Anticipating and preparing for your daily living needs will help to make your transition from the hospital successful.

## Discharge Time

We encourage you to arrange for your transportation to and assistance at home as early in the day as possible. Getting home early in the day will enable you to get settled, assess how you feel and obtain prescriptions and other supplies before the evening. A social worker is available to help you. Should you need assistance in arranging transportation; please call (631) 376-4111 (or ext. 4111).

## Discharge Information

Hospital staff will give you written information and instructions on the following: a list of medications and prescriptions, activities allowed, diet to follow, what to do if your symptoms worsen, weight monitoring and instructions on when and with whom you should have a follow-up appointment. If you have any questions about these or any other issues, please ask your nurse, doctor or care manager.

## Leaving the Hospital

When you are ready to leave, a member of the hospital staff will escort you to one of the entrances and help you into your car. A follow-up visit with your physician is important in order to evaluate your progress and ensure you are following discharge instructions correctly. Try to make this appointment for within a week of your discharge or sooner if you are not feeling well or have unanswered questions.

If you are in need of a physician referral, please call (631) 376-4444 (or ext. 4444).

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# Additional Information

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## Medical Staff

Your doctor participates with the health care team to manage your care. Care is provided by nurses and other health care professionals. A nurse manager is responsible for directing and coordinating care on each unit. Working with Good Samaritan's physicians, the nursing team strives to provide you with comprehensive care throughout your stay.

Should you wish to hire a private duty aide, contact the Nursing Office at (631) 376-4038 (or ext. 4038) to discuss this option. These individuals are not members of the hospital staff, and you will be billed separately for their services.

## Good Samaritan Volunteers

The Guilds of Good Samaritan Hospital Medical Center were formed in 1958 to support the hospital with their time, talent and treasure. Today, more than 600 people are Guild members, actively volunteering in more than 30 areas of the hospital. They can be identified by their blue or salmon-colored vests/jackets or, in the case of junior volunteers (15–18 years old), by their candy-striped or

blue vests. They contribute valuable skills to help round out the patient/visitor experience. In addition, as Guild members, they have raised more than \$10,000,000 through the hospital gift shop, offsite thrift shop and numerous fund raisers. Look for our volunteers during your stay—they are here for you. If you are considering joining Good Samaritan as a Guild volunteer, please consult the flyer in the packet given to you at admission for more information.

## Care Management and Social Work

Registered nurses and social workers assist patients in achieving optimal clinical outcomes and appropriate, safe post-hospitalization transition plans. They monitor all patient care for quality, utilization and psychosocial needs and are available to support home care services, acute or subacute rehabilitation and nursing home placement. If you need assistance, please ask your physician or unit nurse to contact the appropriate department. You may contact the Care Management Department directly Monday through Friday, 8:00 am to 5:00 pm, at (631) 376-4174 (or ext. 4174) or at (631) 376-3320 (or ext. 3320); the Social Work Department can be reached at (631) 376-4111 (or ext. 4111) during the same hours.

## Lost and Found

The Security Department maintains a “lost and found” for items (cell phones, small items, etc.) found in the hospital’s public areas. Any questions pertaining to these items can be directed to (631) 376-4037 (or ext. 4037).

## Health Insurance Portability and Accountability Act

The Health Insurance Portability and Accountability Act (HIPAA) was signed into law in 1996 and mandates that appropriate safeguards be taken to protect health care information (unique to an individual) from inappropriate and unauthorized access or disclosure. HIPAA protocol extends to your medical status and medical record while you are a patient in the hospital, as well as to transmission of information to various agencies and insurance carriers related to your admission.

## Patient Rights and Privacy

It is advisable to have your own physician and family members notified of your admission to the hospital. Also, please see “Patients’ Bill of Rights” in the NYS DOH’s booklet, *Your Rights as a Hospital Patient in New York State*. All inquiries to patient information (ext. 4005) regarding your status and condition as a patient at Good Samaritan will be limited to the acknowledgment of your presence at this facility. No information will be given out regarding your medical status, except under certain special circumstances. If you request anonymity regarding your stay, please inform a member of our staff so that arrangements can be made to keep your hospital stay confidential.

## Advance Directives

An advance directive (i.e., “living will”) is a set of directions you may give about the health care you would want to receive should you ever lose your ability to make decisions. In New York, appointing someone you can trust to decide about treatment in the event you are unable to do so yourself is the best way to see that your wishes are carried out. Please talk to your nurse for additional information and assistance with a health care proxy (see *Your Rights as a Hospital Patient in New York State* booklet). Also, please note that a health care proxy form is included in this packet.

## Organ Donation

The recommended and most effective way to document your decision to be an organ, tissue and eye donor is by enrolling in the NYS Donate Life Registry. If you are at least 18 years of age, you can enroll in the registry by signing the donor box on your New York state driver license or nondriver identification card application or renewal form, or enroll online at [www.donatelifeny.org](http://www.donatelifeny.org).

## Billing and Financial Services

Under the NYS Health Care Reform Act (HCRA), Medicare, Champus, Medicaid, Worker’s Compensation and No Fault Insurance Carriers pay inpatient hospital bills using Diagnostic Related Groups (DRGs). DRG rates assign hospital reimbursement based on the patient’s age, sex, diagnosis and procedures performed. Under HCRA, self-pay patients and all other payers who have not contracted for negotiated rates are billed at the medical center’s established rates. Applicable state surcharges for indigent care and professional education will apply.

Patients are responsible for providing timely and accurate insurance information. Managed care payers require notification and precertification for most hospital services. The patient may be financially responsible for services received without this prior notification. In addition, certain managed care plans impose patient penalties for failure of the patient to follow the managed care plan policies and procedures. By contract, these penalties must be passed on to the patient. Therefore, please make sure you fully understand your plan policies and guidelines.

Patients are responsible for knowing and complying with their managed care requirements. Unless other arrangements are made, the patient’s responsibility for deductible, co-payment or any other uncovered service is kindly due before discharge. The medical center accepts Visa, MasterCard, Discover and American Express. An automated teller machine (ATM) is available near the elevators for your convenience. For information on Medicaid and payment options, call the Business Office at (631) 376-3267 (or ext. 3267).

You will be billed separately by practitioners who render professional services during your stay at Good Samaritan. These may include but are not limited to anesthesia, pathology, neonatology, EKG and radiographical interpretation. Anesthesiology, neonatology, radiology and pathology services are covered by an independent physician group, which bills services directly. For information about anesthesiology services, call (800) 507 4335; for neonatology, call (631) 465-6185; for radiology, call (800) 766-7434; and for pathology, call (631) 376-3990 (or ext. 3990). Additional telephone numbers for billing questions follow:

- Samaritan Medical Services  
(Hospitalist Group) . . . . . (631) 465-1970
- Samaritan Pediatric Services. . . . . (631) 465-1980
- Southwest Suffolk Medical Services . . (631) 465-1960