



Welcome!

On behalf of all the staff, we would like to welcome you to Bassett Medical Center. We are committed to providing you with safe, high quality, compassionate care and service, and we want your stay to be as comfortable as possible.

Bassett Medical Center is an academic teaching hospital, affiliated with Columbia University. Our commitment to medical education helps us provide our patients with the most current knowledge, technology and most advanced treatments. This means that you will encounter resident staff and medical students during your time with us.

We want your inpatient stay to be healing, restful and to exceed your expectations for quality care and service. This guide is designed to answer your questions and provide you and your family with information you'll need to know during your stay.

Please let the staff know if there is anything you need. If we forgot to mention something or if you have additional questions, please feel free to ask questions of anyone on your care team.

If at any time during your stay you feel things are not always up to your standard, you have options:

- One option is to dial "0" and ask to be connected to the administrative nursing supervisor.
- Another option is to contact our Patient Representative Service at extension "3912."
- "CODE HELP" is always available for use by patients and their families, which will engage clinicians within a short time to come to your bedside and hear your concerns. To activate "CODE HELP," pick up any telephone in the hospital and dial "4090."

If something isn't quite right, we want to know, and we always want to make it right.

Thank you for choosing Bassett Medical Center, we care about you, your family and your health care experience.

Sincerely,

Ronette M. Wiley
Executive Vice President and Chief Operating Officer
Bassett Medical Center

ARRIVING AT BASSETT MEDICAL CENTER

We always want your stay to be as comfortable as possible. Here are some recommendations of what to bring with you and what to leave at home:

What to bring to the hospital for your stay

- The hospital will supply all clothing and linens. However, please bring a small overnight bag with personal items, such as toiletries and comfortable clothing and footwear for your discharge.
- Slippers or other non-slip footwear.
- List of medications and vitamins or supplements you take to include the name, strength, and dose/frequency.
- Telephone contact numbers of family and friends.
- Insurance card, photo identification and/or social security card.
- Copy of any Advanced Directives you may have in effect.

What not to bring to the hospital

- Valuables, including jewelry.
- Large sums of cash or credit cards. Patients do not normally need any cash while they are in the hospital.

If you have valuables with you, we ask that you send them home with a family member. If that is not possible, a staff member will visit you, inventory your valuables, seal them in a bag and provide you with a receipt. The valuables will then be stored in a safe in the Security Department until your discharge from the hospital.

Patient Drop Off & Pick up

Patients should be dropped off and picked up at the Emergency Room entrance. We recommend that your family member park in the lot between the hospital and clinic buildings until you are discharged. To accommodate our patients arriving by car or ambulance, as well as our patients ready to go home, there is no parking at the Emergency Room entrance. The circular Emergency Room driveway is for immediate pick-up and drop-off only.

WHAT TO EXPECT FROM OUR STAFF

The benefits of a teaching hospital & what to expect

Basset Medical Center is a teaching hospital. Some of the most respected medical institutions in the nation, from Johns Hopkins to the Mayo Clinic, are teaching hospitals.

A teaching hospital sponsors medical training programs for residents and medical students. At Bassett, residents and medical students are taught by experienced senior doctors.

Being a teaching hospital helps us find and hire the most talented physicians in their fields. Each medical and surgical patient is cared for by a team of physicians and

medical professionals working together, applying the latest knowledge to manage the unique health concerns of each patient.

Please read the brochure in your admission package; it will detail the roles and education of typical members of the physician team.

Often patients tell us that they repeat their story several times during an inpatient stay. Rest assured that everyone listens closely and notes important information in your chart and carefully reads the information others have gathered as well. Physicians often ask the patient to retell the details, looking for information the patient may remember at some point during their stay, additional detail that will help in the treatment and healing process.

Hourly rounding

At Bassett Medical Center, you can expect us to do hourly rounding for our inpatients. What is hourly rounding? It's when your nurse and/or your patient care assistant visit you every one to two hours to accomplish the following:

- 3 P's:
 - Pain evaluation,
 - Personal needs assistance,
 - Positioning or getting comfortable.
- 4 R's:
 - Rx, give needed medications;
 - Reach, make sure all your needs, such as call light and phone, are within your reach;
 - Respond to questions and ask what else you need;
 - Reassure that your care is in good hands and that we will keep you safe.

Hourly rounding is proven to be a best practice. Research shows us that hourly rounding will increase your comfort and sense of safety while you are in the hospital.

Why do we do hourly rounding?

- Hourly rounding helps us understand and anticipate your needs to give you a feeling of security and comfort. It means less waiting for medicine or for help getting to the bathroom. It can also help to prevent patient falls.
- Hourly rounding is one very visible way we demonstrate the Relationship-Based Care model we use at Bassett. Our goal is to learn about your personal needs and expectations and then meet and exceed them. We always want to build a trusting relationship with you and your family so you can relax and heal.

During the night we will continue to visit your room to check on you, but if you appear to be sleeping, we will not disturb you unless you need to take medication or we need to perform a necessary procedure. If we do need to wake you up during the night, we will do our best to consolidate our tasks so as not to disturb you more than is absolutely necessary.

Identification

Expect all staff to introduce themselves and wear an identification badge. Please feel free to look at their identification badges. If they don't introduce themselves, we encourage you to ask who they are and what their role is in your care team.

We will give you a wrist identification band when you are admitted to the hospital. Please check the information on it to make sure it's correct. This will be used to positively identify you before you are given any medications, tests or procedures. At Bassett Medical Center, we use two patient identifiers: your full name and your date of birth. Your health care team will ask you to repeat this information many times during your stay. We ask that you help us to keep you safe by providing this information each and every time.

Infection prevention

At Bassett Medical Center, your safety is our first priority. We welcome your involvement as we partner to give you safe and effective care. One way we want to protect you is to wash or sanitize our hands before and after we take care of you—every time. There is a way for you to help with this. You just need to ask one simple question to your caregiver, nurse, or doctor before they have direct contact with you: **"Did you wash/sanitize your hands?"**

Hand hygiene is the single most important hospital procedure for preventing the spread of infection to you, the patient. In fact, it is so important that several governmental and professional agencies list hand hygiene in their quality guidelines.

When & Where?

Ask the question any time your doctor, nurse, or any member of your care team is about to make direct physical contact with you or touches things that are used in your care.

Don't Be Shy!

Your health care team is always interested in your care and will expect you to ask them about hand hygiene!

Facts about Hand Hygiene:

- Hand hygiene is the single most important procedure that is performed in the hospital for preventing the spread of infection.
- Germs that cause infections can be spread in a number of ways. The most common is through hands. Hand hygiene removes germs from the hands and helps protect YOU from infections.

Become a partner with your doctor, nurse, and all the members of your health care team by asking them, "Did you wash/sanitize your hands?"

Interpreter services

Bassett Medical Center values patient-centered care. This includes meeting your needs for language assistance if you are non-English speaking or have limited

English speaking skills. We also provide assistance if you are hearing impaired and require sign language.

If you need any of these services, please tell your nurse. Your nurse wants to know your preferred language or any special needs so we can better serve you now and in the future. Your nurse will contact our language assistance coordinator and arrange for services as soon as possible. Language interpreter services are at no cost to you. Services are offered in over 200 different languages.

Spanish

Servicios de interpretación disponibles para los pacientes que no hablan Inglés y / o sordo-mudos. Si necesita este servicio, por favor informe a su enfermera. Los servicios de intérprete se proporcionan sin costo alguno para usted.

Croatian

Usluge tumača su dostupne za pacijente koji su ne-engleskog govornog i / ili su gluhočujem. Ako vam trebaju ovu uslugu, molimo recite medicinsku sestru. Interpreter usluge pružaju bez troškova za vas.

Your right to privacy & confidentiality

As a hospital patient in New York State, you have the legal right to:

- Privacy while in the hospital and confidentiality of all information and records regarding your care.
- Authorize family members and other adults to visit you in the hospital, consistent with your ability to receive visitors and Bassett's visitor policy. This means you also have the right to limit or restrict visitors at your discretion.

It is important to note that:

- The HIPAA Privacy Rule allows patients to decide whether they wish to be included in the hospital directory when they are admitted to the hospital. If you choose to be included in Bassett's internal phone directory, visitors or callers who know your name will be provided your location in the hospital or your room's phone number, as well as your condition, which can only be described in general terms that do not compromise specific medical information about the individual; for example, "serious," "critical."
- Patients who decide they do not wish to be listed in Bassett's directory can exercise this right by signing a form entitled, "*A Patient's Right to Opt Out of the Directory.*" If you decide to "opt out" of our directory, phone calls will not be forwarded to you, and flowers or mail will not be delivered to you. If you want visitors to know where you are located, it will be up to you or your family to inform them.

Spiritual care

Pastoral Care is available to support our health care team in bringing compassion, concern, and spiritual support to patients and their families. We know that being in the hospital can be very stressful, and we are here to help meet the spiritual and emotional needs of you and your family.

Please ask for Pastoral Care if you:

- Would like to speak with the chaplain or other clergy.
- Would like a religious rite, Bible, rosary or devotional materials.
- Need assistance with anxiety, emotional distress, adjustment to illness.
- Are concerned about ethical, health care, or religious decisions or advance directives.
- Need emotional or spiritual support upon the death of a loved one.

Pastoral Care is available 24-hours-a-day, 7-days-a-week. Your nurse can contact the chaplain's office for you, or you may call extension "3456" to have the chaplain paged.

IF SOMETHING ISN'T QUITE RIGHT

Nursing resources & the administrative nursing supervisor

If something isn't quite right about your stay, we ask that you talk to the nursing staff, nurse manager, or ask to speak with the administrative nursing supervisor. We want you to always have a great experience during your stay, and we'd like the opportunity to fix an issue when it's occurring.

If you need to reach the administrative nursing supervisor, please call extension "3456" and ask for the administrative nursing supervisor to be paged.

Code Help

At Bassett Medical Center, patient safety is our highest priority. Bassett has a Rapid Response Team that responds quickly when patients have unexpected or emergent needs or suddenly become sicker.

You can activate this team by dialing extension "4090" from any hospital phone and calling "Code Help." Tell the person who answers: ***"I NEED CODE HELP; I AM IN ROOM NUMBER ____."***

This number may be called any time you feel your concerns have not been heard.

Concerns or complaints

At Bassett Medical Center, we always need your feedback to help us continually make improvements in the care and services we provide our patients. The Patient Representative Service (PRS) exists to help resolve any concerns you may have, as well as be a place where you can offer compliments for outstanding care and service.

If you contact us with a concern, two things will happen. First of all, you will give us a chance to resolve your problem. Secondly, we will also learn how to provide better service for future patients. The information that our patients provide is always shared with our leadership team and staff to learn how we can improve the care we deliver and the patient experience. We value what you have to say, and we welcome your call.

How to contact the Patient Representative Service (PRS)

- To reach PRS from outside Bassett: (607) 547-3912.
- To reach PRS from inside Bassett: dial extension "3912."
- To reach PRS by email: customer.service@bassett.org.

The Process

When you or your family contacts a patient representative, we will get your concern to the person who can resolve the issue. This will usually be the director/manager of the department in which the issue occurred. The following steps will take place:

- The director or manager will review the issue and begin an investigation.
- If you are a family member, permission will be obtained from the patient to speak to you about the patient's concerns.

- The issue will be resolved, and you will be notified in writing of the resolution within 7 days.
- If resolution cannot be reached within 7 days, you will be notified that the issue is still being investigated and where we are in the process of resolution.
- The letter of resolution will include information on who investigated the matter, how the issue was resolved and how you can address the issue further if you are not satisfied.

Other important numbers:

We are confident we will be able to address and resolve concerns you may have; however, if you are still unsatisfied, you have the right to contact organizations outside of Bassett Medical Center regarding your concerns:

- NY State Department of Health 800-804-5447,
- The Joint Commission at 800-994-6610.
or by email at complaint@jointcommission.org.
- Medicare patients may contact the Medicare review organization, Livanta, at 866-815-5440.

WHAT YOUR FAMILY WILL NEED TO KNOW

Visiting guidelines

Our policy is to protect the privacy of patients and to provide a restful, healing environment, while allowing patients the comfort of welcomed visitors.

General visiting hours are Monday through Sunday from 9AM to 9PM. Additionally, each unit may have its own specific guidelines for visitation. Two (2) visitors per patient are permitted in the patient's room during visiting hours. Other visitors may wait in designated waiting rooms, lobbies or the cafeteria. For the safety and comfort of our patients, visitors are asked not to congregate in the hallways or wait in patient care areas.

Children under the age of 12 can visit with the permission of the resource nurse. In addition, we ask that they be supervised by, and within control of, an adult other than the patient at all times.

Some patient care areas (the Birthing Center, the Pediatric Unit, Inpatient Psychiatry, and the Intensive Care Unit) have more specific visiting policies. Please ask your nurse for information.

Any individual, child or adult who has symptoms of, or has been exposed to, a communicable illness or infection should not visit you in the hospital. Symptoms may include coughing, sneezing, runny nose, fever, rash, diarrhea or vomiting within the past 24 hours.

Occasionally, it is necessary for a family member to remain overnight with a seriously ill patient. This is permitted when approved by a nurse manager. A limited number of recliners are available, and they are assigned as requested. Please discuss the need and appropriateness of this with your nurse.

The nurse responsible for each patient's care reserves the right to limit visitation based on the needs of that patient, their roommate, and other patients on the unit. Visitors who are not compliant with rules, are loud or disruptive, or disturb the privacy and rest of patients, will be asked to leave. Patients have the absolute right to limit or decline visitors.

Visitors are asked to check with a nurse before bringing food, beverages, medications or electrical appliances to patients.

A patient's right to have visitors & why visitors must sometimes be asked to leave

Patients (or their designee) have the right to designate which visitors they are willing to receive, including but not limited to, a spouse, a domestic partner (including a same sex-partner), another family member, or a friend. It is also the patient's right to withdraw or deny consent at any time.

Bassett Medical Center does not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, gender, gender identity, sexual

orientation, marital status, or disability. Bassett Medical Center ensures that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Patients will be notified of the following reasons that visitors may be restricted, including but not limited to:

- Any court order limiting or restraining contact.
- Behavior presenting a direct risk or threat to patient, hospital staff, or others in the immediate environment.
- Behavior disruptive of the functioning of the patient care unit.
- Reasonable limitations on the number of visitors at any one time.
- Patient's risk of infection by the visitor.
 - All visitors must be free of signs and symptoms of communicable diseases and without fever or visible illness.
 - Visitors must follow posted infection control guidelines.
- Visitor's risk of infection by the patient.
- Extraordinary protections because of pandemic or infectious disease outbreak.
- Substance abuse treatment protocols requiring restricted visitation.
- Patient's need for privacy or rest.
- Need for privacy or rest by another individual in the patient's shared room.

A restful and healing environment

Bassett Medical Center has launched a campaign to reduce noise in the hospital, called "SHHH" for "Silent Hospitals Help Heal." The initiative includes noise meters in certain patient care areas, staff education, and posters reminding staff and visitors that a quiet environment is a healing environment. There is also an overhead recording that plays each night when visiting hours have ended, asking everyone to respect patients' quiet time so they can rest and heal. Studies have shown that noise is an obstacle to healing because it causes stress and anxiety and interferes with sleep. When people aren't feeling well, they're especially sensitive to things like noise. We always want to minimize such stressors so patients feel better and heal as quickly as possible.

Quiet hours and television use

Quiet hours at Bassett Medical Center begin at 10PM daily and conclude at 6AM. Because television use creates a great deal of noise, patients are asked to turn off their television at 10PM or use a headset. A new, unused headset is provided for each patient's use at no cost. Instructions on how to use the headset appear in the "Television" section of this handbook.

How your family can contact you

Our volunteers deliver mail, packages, and flowers daily. If mail arrives for you after your discharge, we will forward it to your home.

Family and friends can send get well wishes by **mail** to:

Patient Name
Bassett Medical Center
1 Atwell Road
Cooperstown, NY 13326

To reach you by **telephone**, you can give friends and family the phone number posted on the wall of your room. Family and friends can also call 607-547-3456 and ask for you by name, noting that you are an inpatient. A reminder that if you have “opted out” of our directory, we will not be able to give your room number to anyone who calls for you.

How your family can stay updated on your status

Each patient is provided with a unique identification number upon admission to the hospital. If you give this number to your family and friends, you are authorizing your care team to provide information about your condition. **Do not give this number to anyone you do not want to have access to information on your status.**

Bassett Medical Center is a smoke-free facility

Bassett Medical Center is committed to the promotion of good health, which includes the prevention of disease, as well as its treatment. For this reason, smoking is not permitted in any part of the hospital or clinic buildings or anywhere on the hospital and clinic grounds – this includes our parking lots.

Patients are not permitted to smoke. We also ask visitors not to smoke at the entrances, on the sidewalks in front of the campus, or in the parking lots. Standing in the street on the Bassett campus is a safety hazard – traffic flows almost constantly. Smoking is permitted on the Village streets beyond the Bassett Medical Center campus. We would ask smokers on the adjacent Village streets to please be respectful of our neighbors and their private property. There is also an all-weather designated smoking area in the corner of our main parking lot between the hospital and clinic buildings.

Assistance to quit smoking is available, please ask your caregiver for details. Smoking cessation information is also available on The Patient Channel, channel 95 on your television. Please refer to The Patient Channel program schedule provided in this folder.

Information about Telephone, Television, ETC

Telephone

There is a telephone provided in your room for your personal use. The incoming number is posted on the wall. **There is no charge for use of the telephone.**

All outgoing calls can be made by dialing “9,” followed by the number you wish to reach. If the call is within the “607” area code, please dial “9” and the seven-digit number. If your call is outside the “607” area code, please dial “9-1-(area code)” and the seven-digit number.

Many patients prefer to use their own cell phone. Please be advised that there are some areas where cell phones cannot be used, as they may interfere with monitoring equipment. If you choose to use your cell phone in your room, please be respectful of your roommate and other patients by keeping the volume of the ringer very low and silencing your phone after visiting hours and throughout the night.

In order to protect the privacy of every patient, we ask that patients and visitors refrain from using cameras (including cell phones with camera technology) to take pictures while in patient rooms or public areas of the hospital or clinic.

Important phone numbers

Administrative Nursing Supervisor	3456
Billing	3480
Code HELP	4090
Community Services Program	3480
Food Service.....	9-267-2958
Gift Shop.....	3398
Hospital Operator.....	3456
Housekeeping.....	3516
Patient Representative Service.....	3912
Spiritual Care	3456

Television

There is no charge for television use at Bassett Medical Center. We do ask you to be respectful of other patients’ need for quiet healing time by keeping your volume low and **observing quiet hours by turning off your television at 10PM** and not turning it on again until 6AM. If you do wish to watch television **after 10PM, you are asked to use the headset provided for your use.** Instructions for using the headset follow the television channel listing.

The Patient Education Channel by GE/NBC can be accessed on **channel 95**. A schedule of educational information on a variety of subjects is also included in your patient information packet.

The CARE Channel on **channel 96** is provided to support a healing environment. This channel provides commercial-free, non-repetitive scenic nature video and soothing instrumental music to help you relax. This channel is available 24 hours a day and can help, when used with headphones, to block out environmental noise.

For our patients and families in the Bassett Birthing Center, please take advantage of **The Newborn Channel** on **channel 97** for a variety of parental education and resources, including a website to use when you return home.

Television Remote & Headset Instructions

The speaker/control device attached to your bed functions as a remote control for the television and is also where you plug in the headset.



To use the headset, simply plug it into the side of your speaker/control device. Put the headset over your head, locate the ear pads on your ears, and adjust the volume to a level that is comfortable for you.

During daytime and early evening hours, you are welcome to watch TV using the speaker/control device. **After 10PM and before 6AM, it will be necessary to use the headsets if you wish to watch television.**

If you have difficulty using the headset, please ask a member of your care team for assistance.

Internet access

Bassett Medical Center has a guest network sponsored by the Friends of Bassett, which provides complimentary internet access to our patients and visitors. Support from family and friends is an important part of the healing process. If you would like to use your personal laptop to connect while staying in the hospital, we invite you to do so at no charge.

OTHER AMENITIES

Food Service

Meals served to you during your hospital stay will be nutritious and appetizing. Your physician has prescribed a diet especially for you, and we will make every effort to meet your individual needs based on this plan. A host or hostess from the Food & Nutrition team will visit you daily to review menu options from your prescribed diet. Please let us know if you have any food allergies or concerns of which we should be aware.

If you miss your host or hostess because you're out of your room for tests or procedures or sleeping, feel free to call them at extension "3460." We will make every effort to come back when you are able to place your meal order.

Your nurse will tell you what time meals are served in your location of the hospital. During your stay, you may require tests or procedures that will delay a meal or require that your diet be changed. If you have any questions regarding these changes, please ask your nurse.

Beverages, snacks and light meals are also available in between regular service if your diet allows. Please don't hesitate to ask your care team if you need something to eat or drink between meals. Following are some of the choices available: juice, milk, soda, coffee, crackers, Jell-o, pudding, ice cream, popsicles, sandwiches, and boxed lunches.

Food service for your family and visitors is available in the Mountainview cafeteria from 6:30AM to 7PM.

Hot meals are offered during the following times:

Breakfast 6:30AM – 10AM

Lunch..... 11AM - 2PM

Dinner..... 4PM – 7PM

In between regular service, we offer beverages and grab-and-go food for your convenience. After hours, coffee and vending machines are located on the lower level of the hospital building, "B" on the elevator buttons. Vending machines will take up to a \$10 bill and provide change. An ATM is located off the fieldstone lobby, up the marble hallway from the inpatient elevators.

Gift Shop

The Bassett Medical Center Gift Shop is open Monday through Friday, 8:30AM to 4:30PM. We offer an assortment of flowers and plants, newspapers, stuffed toys, snacks, toiletries, baby/mommy items, handmade goods, greeting cards, and stamps. For your convenience, the Gift Shop accepts cash and major credit cards.

Therapy dog visit

Bassett Medical Center has an accredited Pet Therapy Program with trained and certified canine goodwill ambassadors. Each dog must meet rigorous health screening, training, and certification through Therapy Dogs International prior to becoming part of our team.

If you'd like a visit from a therapy dog while you're in the hospital, please let your care team know, or call the Volunteer office at extension "6691."

Automatic teller machines

Bassett Medical Center has two ATMs for your convenience. One is inside the main hospital entrance, to the right of the lobby area. The other one is in the clinic building by the pharmacy.

GOING HOME

Preparation

Preparing for a smooth discharge from the hospital begins at the time of your admission. Talk to your doctors and nurses about possible changes in your physical condition from your illness or injury and changes that may need to be made at home.

When your physician writes orders for your discharge, your nurse will explain procedures, provide instructions regarding home care, and answer any questions you have. Please do not get dressed until the nurse has removed your IVs.

It is often several hours from the time you are informed of your discharge to when you will be ready to leave. During this time, your doctors are reviewing lab test results and medication, ensuring everything checks out before you leave. Often you will see the resident team early in the morning and learn about discharge, but the attending physician needs to approve the final order. This all takes time because we want to make certain that everything is just right for your healing time at home.

Once the discharge process is complete, you will be escorted to the Emergency Department lobby while your family member or designated driver brings the car to the circle in front of the Emergency Department. Please remember to collect all your personal belongings, including valuables in the Security office and medications.

Follow-up care

When you leave the hospital, you may be given appointment cards for follow-up with your primary care physician or specialist. It is important to keep these appointments and complete the follow-up recommended by your physician.

You may also be told that you will be called to schedule a follow-up appointment. If you do not hear from us within a few days of your discharge, please call. We want your follow-up care to be timely and will do our best to arrange an appointment convenient to your schedule. You can reach us at 607-547-3456 or 1-800-BASSETT.

We value your opinion

As a part of our effort to provide our patients with the best experience possible, you may receive a survey in the mail from Press Ganey, the company that helps us measure our patients' satisfaction with their hospital stay. Please take a few minutes to answer the questions about your experience. Your feedback will provide us with important information that always helps us improve patient care and service, as well as recognize those caregivers who had a positive impact on your experience.

During your stay, your care team may approach you with a tablet to fill out an electronic survey about your experience. This enables us to rectify any issues in real time while you are still in-house. It also allows us to recognize team members who are providing you with exceptional care.

If you prefer to speak with someone directly about your stay, please contact Patient Representative Services at 607-547-3912. For questions and concerns regarding billing or payment, please contact Billing Customer Service at 607-547-3480. We are always here to help. If you would like to reach us for any reason, please call 1-800 BASSETT (1-800-227-7388).

Billing and financial concerns

Following your discharge from Bassett Medical Center, a statement will be sent to both you and your insurance company. Your insurance will pay according to your specific benefit plan.

It is not always possible to calculate the exact amount of your bill at the time you leave the hospital. If you are concerned and would like to discuss your bill with a finance representative, please call 607-547-3480, Monday through Friday between 8AM and 4:30PM.

If you're worried about paying – Financial Assistance Program (FAP)

Bassett Medical Center's Financial Assistance Program (FAP) provides free care to uninsured individuals and families unable to pay the total cost of their medical care. So that we are able to serve as many people as possible under this program, applicants must meet certain eligibility criteria.

To qualify for financial aid through the Financial Assistance Program, the services received and the application submitted must meet certain requirements. You may be required to apply for Medicaid after submission of an application, unless your family income exceeds Medicaid guidelines. Additionally, you must apply for all public health insurance programs for which you are eligible, including Child Health Plus, before approval from the Financial Assistance Program. If you already have a Medicaid denial, it must be less than six months old.

For more information, please contact the Bassett Medical Center Account Representatives at 607-547-3480.



Bassett Healthcare Network



In the **Bassett Healthcare Network**, we are committed to helping the population we serve and our communities achieve optimum health and enjoy the best quality of life possible. We accomplish this through an innovative and unique health care system that connects comprehensive care and services to people living throughout central New York.

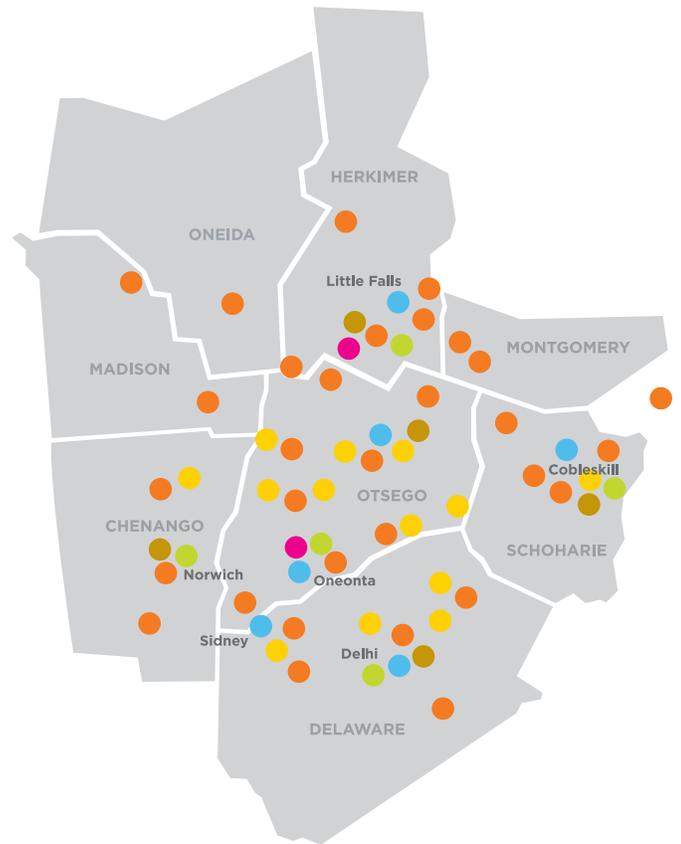
The hub of our network is **Bassett Medical Center** in Cooperstown, which, in addition to traditional hospital-based care such as a birthing center and inpatient medical and surgical care, also offers sophisticated outpatient diagnostic and treatment capabilities.

Bassett Medical Center is where people in the region come for advanced care, such as: open-heart surgery, specialized cancer treatment, advanced vascular care, trauma care, neurosurgery, and advanced orthopedic and spine care. This nationally recognized teaching hospital is home to the **Bassett Heart Care Institute** and the **Bassett Cancer Institute**.

The **Bassett Medical Group** is comprised of a full-time, salaried staff numbering more than 400 physicians and other advanced practice clinicians who provide primary and specialty care at the Bassett Clinic and staff Bassett Medical Center in Cooperstown. In the region, the Bassett Medical Group also staffs over two dozen community-based primary care centers throughout eight counties. Bassett's 20 school-based health centers across four counties provide medical, mental health and preventive dental care to children who might otherwise never have the chance to receive this care.

Our network also connects people in the region to a multitude of specialists who provide technical expertise and skills in areas typically found only in big cities. Many of these specialists travel to see patients at Bassett affiliated community hospitals as well as at specialty campuses in Herkimer, Oneonta and Hartwick Seminary. The specialty services offered range from cardiology, cancer and orthopedic care to ear, nose and throat, vascular care, dermatology and more. In addition, a variety of outpatient diagnostic and surgical procedures are available on these specialty campuses as a convenience to patients. Our clinicians and care teams in Cooperstown and in the region, in combination with the network's community-based health centers, provide care to thousands of people every year.

In addition to Bassett Medical Center, Bassett Healthcare Network has four area community hospitals: **Cobleskill Regional Hospital**, **O'Connor Hospital** in Delhi, **Little Falls Hospital**, and **A.O. Fox Hospital** in Oneonta, which provide acute inpatient care and 24-7 emergency care. These hospitals also have the latest in diagnostic equipment such as MRI and CAT scan units. **A.O. Fox Hospital - Tri-Town Campus** in Sidney provides 24-7 emergency care as well as laboratory and radiology services; additionally, a number of Bassett specialists see patients at the specialty services clinic on this campus.



- Health Centers
- Hospitals
- School-Based Health Centers
- Durable Medical Equipment
- Home Health Agency
- Long-term Skilled Nursing & Rehabilitation

We are also well-positioned to take care of the continuum of care needs for the population served by Bassett Healthcare Network. Beyond hospital-based care and the outpatient care provided in the regional health centers, our network also includes **At Home Care**, an entity that provides services such as nursing and physical therapy for people in their home. **First Community Care of Bassett** is a medical supply company that provides medical equipment, supplies and prescription treatments such as the oxygen needed by many individuals utilizing home-based care.

Should a community resident need short-stay rehabilitation, the Bassett Healthcare Network offers services at the **A.O. Fox Nursing Home** in Oneonta, **Cobleskill Regional Hospital** in Cobleskill, **Little Falls Hospital** in Little Falls, **O'Connor Hospital** in Delhi, and at **Valley Health Services** in Herkimer. Long-term care services are available at the **A.O. Fox Nursing Home** in Oneonta and at **Valley Health Services (VHS)** in Herkimer; VHS also offers seniors the opportunity to retain their independence as long as possible at **Valley Residential Services**, Herkimer County's only assisted-living facility.

As a teaching hospital and medical school campus affiliated with **Columbia University's College of Physicians and Surgeons**, and through a nationally renowned **Research Institute**, Bassett is continually advancing its missions of patient care, teaching and research, always anticipating and developing to meet the evolving needs of the people and communities in the region we serve.

In keeping with the direction of health care today, Bassett maintains a strong commitment to population and community health improvement. The **Bassett Research Institute's Center for Rural Community Health and New York Center for Agricultural Medicine and Health (NYCAMH)** conduct clinical research and population studies, as well as provide assessment of health services, occupational challenges and other public health issues.

To learn more about services available throughout the Bassett Healthcare Network, visit www.bassett.org. Follow Bassett on Facebook and Twitter at facebook.com/Bassett.Network and twitter.com/BassettNetwork.

<p>Hospitals</p> <p>Bassett Medical Center 1-800-227-7388</p> <p>A.O. Fox Hospital* 607-432-2000</p> <p>A.O. Fox Tri-Town Campus*** 607-563-7080</p> <p>Cobleskill Regional Hospital* 518-254-3456</p> <p>Little Falls Hospital* 315-823-1000</p> <p>O'Connor Hospital* 607-746-0300</p>	<p>Long-Term Skilled Nursing Care</p> <p>A.O. Fox Nursing Home 607-431-5980</p> <p>Valley Health Services 315-866-3330</p> <p>Home Health Services</p> <p>At Home Care 800-783-0613</p> <p>First Community Care of Bassett 607-547-2173</p>	<p>Edmeston 607-965-8900</p> <p>Greene 607-875-4334</p> <p>Hamilton-Madison Dental: 315-825-3100 Family Practice: 315-825-3111 Specialty Services 315-824-0161</p> <p>Hartwick Seminary Specialty Services 607-547-7646 Wound Center: 607-547-6900</p> <p>Herkimer 315-867-2700</p>	<p>Oneonta Bassett Family Medicine 607-431-1015 Internal Medicine: 607-433-1790 Pediatrics: 607-433-1792</p> <p>Oneonta Specialty Services 607-433-6300 Women's Health: 607-433-6542</p> <p>Oneonta Surgical Associates 607-432-5680</p> <p>FoxCare Center*** Dental: 607-433-1778 Fox Pediatrics: 607-432-5600 Internal Medicine: 607-431-5290 Oneonta Family Practice: 607-432-1163 Susquehanna Family Practice: 607-431-5757 Women's Health: 607-432-3711</p>	<p>Sidney Primary Care*** 607-563-8022</p> <p>Southeastern Otsego*** 607-397-8783</p> <p>Stamford 607-652-2537</p> <p>Stamford Family Practice*** 607-652-2000</p> <p>Unadilla 607-369-2271</p> <p>Walton 607-865-6541</p> <p>West Winfield 315-822-6348</p>	<p>Middleburgh 518-827-3793</p> <p>Milford SBHC 607-286-7909</p> <p>Morris Healthzone 607-263-2619</p> <p>Richfield Springs SBHC 315-858-0610 ext 1041</p> <p>Sherburne-Earlville School-Based Health Center 607-674-8416</p> <p>Student Health at Kortright (SHAK) 607-538-1932</p> <p>Schenevus SBHC 607-638-5402</p> <p>Sidney SBHC 607-563-2135 ext4069</p> <p>Stamford SBHC 607-652 2065</p> <p>Worcester 607-397-1013</p> <p>Unadilla Valley 607-847-6050</p>
<p>Short-Stay Rehabilitation & Skilled Nursing Services</p> <p>A.O. Fox Nursing Home 607-431-5980</p> <p>Cobleskill Regional Hospital* 518-254-3456</p> <p>Little Falls Hospital* 315-823-1000</p> <p>O'Connor Hospital* 607-746-0300</p> <p>Valley Health Services 315-866-3330</p>	<p>Health Centers</p> <p>Andes 845-676-3663</p> <p>Canajoharie 518-673-5555</p> <p>Cherry Valley* 607-264-3036</p> <p>Cobleskill Primary Care 518-234-2555</p> <p>Clinton 315-853-5550</p> <p>Delanson 518-895-2000</p> <p>Delhi Dental: 607-746-0540 Family Practice: 607-746-0550</p> <p>Dolgeville** 315-429-8714</p>	<p>Little Falls Prime Care 315-823-4546</p> <p>Little Falls Specialty Services 315-823-4506</p> <p>Middleburgh 518-827-7730</p> <p>Morris 607-263-5111</p> <p>Newport** 315-845-6100</p> <p>Norwich 607-336-6362</p> <p>Bassett Oneida 315-231-5400</p>	<p>Richfield Springs 315-858-0040</p> <p>St. Johnsville 518-568-3403</p> <p>Schoharie 518-295-8521</p> <p>Sharon Springs 518-284-2223</p> <p>Sherburne 607-674-2445</p> <p>Sidney 607-561-2021</p>	<p>* Affiliated Sites ** part of Little Falls Hospital *** part of A.O. Fox Hospital</p> <p>School-Based Health Centers</p> <p>Cooperstown 607-547-1105</p> <p>Delaware Academy Student Health (DASH) 607-746-7454</p> <p>Edmeston Healthzone 607-965-6930</p> <p>Laurens Healthzone 607-432-2050 ext 1300</p>	