

Annual Hospital Training 2024

Resources and References

Policies and Useful Guidelines at NYP Hospitals and Sites

NYP at-a-Glance: Vision Values and Strategic Direction



[Disruptive Behavior/Behaviors That Undermine a Culture of Quality, Safety, and Compassionate Care – C155](#)
[Financial Aid – C106](#)
[Mission & Vision](#)
[NYP Values](#)
[Our Culture of Respect](#)
[Plain Language Summary and Application for Charity Care](#)
[Quality & Patient Safety Plan](#)
[Respect Credo](#)
[Serious Adverse Events – S120](#)
[Strategic Framework](#)
[Team Member Handbook](#)

National Patient Safety Goals



[Clinical Alarm Monitoring – CC1293](#)
[Clinical Alarms Management Policy – A240](#)
[Guidelines to Reverse Life-Threatening Bleeding Caused by Antithrombotic, Trauma, or Surgery](#)
[Labeling Medications On and Off the Sterile Field – M121](#)
[Medication Reconciliation – M122](#)
[National Patient Safety Goals](#)
[Patient Verification – P111](#)
[Suicide Precautions for Non-Behavioral Health Areas – PROT 1847](#)
[Suicide/Depression Risk Screening – S131](#)
[Universal Protocol for Correct Patient, Procedure Site/Side Verification – U100](#)
[Verbal/Telephone Read-Back Verification of Critical Test Results and Critical Results/Values – V103](#)

Provision of Care



[Adult Sepsis Pathway](#)

[Child Abuse and Protection – A110](#)

[Clinical Pathways Site](#)

[Communication Access for Patients-Companion– I160](#)

[Death – Brain Death \(Adult\) – D112](#)

[Death – Brain Death \(Pediatrics\) – D140](#)

[Early Recognition and Response System Using Rapid Response Teams – E157](#)

[Patients’ Bill of Rights](#)

[Patient Rights and Responsibilities – P120](#)

[Patient Complaints and Grievances – P110](#)

[Elder Abuse and Neglect – A114](#)

[Fall & Injury Prevention and Management – F200](#)

[Falls Prevention Infonet page](#)

[Falls Risk Assessment Tools & Risk Reduction Measures](#)

[Magnetic Resonance Imaging \(MRI\) Safety – R113](#)

[Medical Consultation, Urgent Medical Assistance and/or Medical Emergency \(WBH Only\) – 135A](#)

[Moderate Sedation and Analgesia for Diagnostic/Therapeutic Procedures – S105](#)

[Organ/Tissue Donation and Retrieval Following Death – D118](#)

[Pain Management – P101](#)

[Patient and Family Education – P103](#)

[Patient Education Site](#)

[PC-60- Management of the Patient Reporting Sexual Assault and Human Trafficking in the Ambulatory Care Network \(ACN\)](#)

[Pediatric Sepsis/Severe Sepsis Pathway](#)

[Protocol for Donation after Cardiac Death –D135](#)

[Restraint – Application and Care of the Patient in Restraints Protocol – PROT 2016](#)

[Restraints – R135](#)

[Seclusion – Use in Licensed Psychiatric and Non-Psychiatric Units – S135](#)

[Sedating Agents, Analgesics and Anesthetic Agents – Supervision Requirements for their Use – P163](#)

[Sexual Assault Treatment – A116](#)

- NYC Adult Protective Services
- 718-557-1399 (EXCEPT LH & HVH) or apsrefer@nyc.gov
- Sexual Assault New York State Central Register Mandated Reporters Express Line
- 1-800-635-1522

[Victims of Domestic and or Intimate Partner Violence – A112](#)

[Victims of Domestic, Intimate Partner Violence and/or Human Trafficking](#)

Infection Prevention and Control



Antimicrobial Stewardship Program Resources

- [NYP/Columbia](#) - Physician Leader: Yoko Furuya: eyf2002@cumc.columbia.edu
- [NYP/Columbia](#) - Pharmacy Leader: Christine Kubin: chk9005@nyp.org
- [NYP/Weill Cornell](#) - Associate Physician Leader: Matthew Simon: mss9008@med.cornell.edu
- [NYP Westchester](#) (formerly Lawrence) - Physician Leader: Robin Goldberg: rhg9004@nyp.org

[Centers for Disease Control and Prevention \(CDC\) Hand Hygiene Standards Infection Prevention & Control Infonet Page](#)

Worker Safety



[Bloodborne Pathogen Exposure Control Plan – EOC.33](#)
[Protective Personal Equipment \(PPE\) – EOC.43](#)
[Safe Patient Handling & Mobility – S400](#)
[Workforce Health & Safety Ergonomics Program](#)
[Workforce Health & Safety Work Related Injuries](#)
[Zero Workplace Harm Infonet Page](#)

Impaired Healthcare Worker & Drug Diversion



[Controlled Substance Diversion Investigation – P234](#)

Compliance and Patient Privacy



[Antifraud Program: Incident Identification, Reporting & Investigation – F140](#)
[Conflict of Interest – C144 \(includes accepting or giving gifts\)](#)
[Corrective Action to Deter Violations of Patient Privacy and Security – C140](#)
[Duo Two Factor Authentication Enrollment Instructions and FAQs](#)

[HIPAA Breach Notification – L135](#)

[HIPAA Minimum Necessary Standard – L125](#)

[Mobile Device Enrollment Instructions \(MobileIron\)](#)

[Non-Retaliation – C148](#)

[NYP Code of Conduct](#)

[NYP InfoSecure](#)

[Office of Corporate Compliance Infonet Page](#)

[Password Management](#)

[Personally Owned Mobile Devices Acceptable Use of Personally Owned Mobile Devices – I203](#)

[Privacy & Confidentiality / Notice of Privacy Practices – P205](#)

[Self-Service Portal](#)

[Social Media – M160](#)

Environment of Care



[Disruptive Behavior / Behaviors That Undermine a Culture of Quality, Safety and Compassionate Care – C155](#)

[Environment of Care Manual](#)

[Hazardous Materials and Waste Management Program – EOC.83](#)

[Hostile Person with a Weapon \(Active Shooter\) H200](#)

[Identification and Protection of Infants / Children at Risk for Abduction – I130](#)

[Linen Conservation](#)

[NYP Emergency Management Infonet Page](#)

[NYP Waste Disposal Guide](#)

[Patient Elopement – E20](#)

[Regulated Medical Waste – EOC.85](#)

[Sustainability at NYP / NYPgreen](#)

Fire Safety Training



[Fire Emergency Response Plan – EOC.53](#)

Annual Hospital Topics for Providers



[Adult Sepsis Pathway](#)

[Comfort Care Policy \(Adults\)– C180](#)

[General Inpatient Hospice Care – H210](#)

[Graduate Medical Education Policies and Procedures – Clinical And Educational Work Hours Policy](#)
[Graduate Medical Education Policies and Procedures – Graduate Medical Staff Supervision](#)
[Medical Staff By-Laws](#)
[Palliative Care Guidelines](#)
[Patient Verification – P111](#)
[Pediatric Sepsis Pathway](#)
[Trigger Protocols](#)

Sexual Assault Related Care, Resources by Campus

NYP Brooklyn Methodist Hospital

- DOVE 718-780-3608
- Care Coordination Department 718-780-3583
- [Sexual Assault Treatment Policy](#)

NYP Columbia University Irving Medical Center/ Allen / Morgan Stanley Children's

- DOVE 212-305-9060
- [Sexual Assault Treatment Policy](#)

NYP Westchester (formerly Lawrence)

- Care Coordination 914-787-3085
- [Sexual Assault Treatment Policy](#)

NYP Lower Manhattan

- NYP-LMH Care Coordination 212-312-5168
- [Sexual Assault Treatment Policy](#)

NYP Hudson Valley

- Care Coordination 914-734-3500
- [Sexual Assault Treatment Policy](#)

NYP Queens

- Care Coordination 718-670-1300
- [NewYork-Presbyterian Queens Policy & Procedure Manager](#)

NYP/Weill Cornell Medical Center

- NYP/WC Emergency Department Social Worker 212-746-5026
- Care Coordination 212-746-3980
- VIP Program 212-746-9414
- [Sexual Assault Treatment Policy](#)

Useful Contact Information

NYC Adult Protective Services (APS) Central Intake Unit (applies for all 5 boroughs, excluding NYP Westchester (formerly Lawrence Hospital) and NYP Hudson Valley Hospital).

- 718-557-1399 or apsrefer@nyc.gov

Child Abuse or Neglect New York State Central Register Mandated Reporters Express Line (required reporting)

- 1-800-635-1522

Antimicrobial Stewardship Resources

Antimicrobial Stewardship Resources Campus Pagers

- **NYP Allen:** Pager 83591
- **NYP/Columbia:** Pager 82298
- **NYP Westchester** (Formerly Lawrence): 914-552-2285
- **NYP Morgan Stanley Children's:** Pager 87867
- **NYP/Weill Cornell:** Pager 17022

Billing Questions for Sexual Assault Victims

- If the patient was to receive an inadvertent bill, the patient can reach out directly to the Social Work Department. Social Work will work directly with the Billing Department to address the issue.

Corporate Compliance & Privacy

- Helpline: 1-888-308-4435
- <https://nyp.alertline.com/gcs/welcome>
- Office of Corporate Compliance: 212-746-1644

Domestic Violence & Other Victim Services+

- NYP Allen, NYP/Columbia, NYP Morgan Stanley Children's, NYP/ACN/CU
- Domestic Violence and Other Violence Emergencies (DOVE): 212-305-9060
- NYP/Weill Cornell, NYP/ACN/WC
- Victim Intervention Program (VIP): 212-746-9414
- All other hospitals campuses should consult their local Social Work Department.

Hospital Emergency Management & Preparedness

Environmental Health & Safety Dept.

- [Environment of Care 2024 Management Plan](#)
- [NYP's Waste Disposal Guide](#)

Fire Safety

- Internal line: dial 9-1-1
- ACN and business offices: dial 9-1-1 (NYFD)
- NYP Westchester (formerly Lawrence): dial 4-5

Graduate Medical Education, Columbia and Weill Cornell - Complaints & Grievances

- Hotline: 212-746-2444
- Director: 212-746-4055

Information Security

- Questions: infosec@nyp.org
- Report Suspicious email: spam@nyp.org
- NYP Box: nyp.app.box.com
- NYP Duo self-service portal: <https://twofa.nyp.org>

Interpreter Services (For In-Person Interpreter Services)

NYP-CU/NYP-WC/NYP-MSCH /NYP-AH/NYP-W

- NYPInterpreterServices@nyp.org
- 212-305-9607
- Monday through Friday 9:00 am-5:00 p.m.
- **During non-business hours, contact the Administrator on Call/Nursing Administrator through the page operator.*

NYP-WBHC

- Interpreter-Westchester@nyp.org
- 914-997-8659, 914-336-0956, or 914-336-7942;
- or use Rover via Epic from Monday through Friday, 9:00 a.m. to 5:00 p.m.
- **During non-business hours, contact the Nursing Supervisor.*

NYP-LMH

- Contact the Patient Services Administration at 212-312-5034,
- Monday through Friday, 9:00 a.m. to 5:00 p.m.
- **During non-business hours, contact the Onsite Administrator by paging 212-312-5000.*

NYP-BMH

- Contact Patient Services Administration at 718-780-3375.
- **During non-business hours, contact the Nurse Administrator at 929-354-8641.*

Advance Appointments

When possible, an “on-site” interpreter should be requested in advance. If the interpreter is no longer required or the patient cancels his or her appointment, the requesting department must notify Interpreter Services.

Live On NY – Organ Donor Network

- 1-800-443-8469

NYS Central Register Abuse / Neglect Express Line

- <https://ocfs.ny.gov/main/cps/>

Patient Experience Team and Resources

- <https://infonet.nyp.org/ppf/Pages/index.aspx>

Patient Services Administration:

NYP/Weill Cornell Medical Center

- 212-746-4293

NYP Lower Manhattan

- 212-312-5034
- Administrator-on-Call: 212-312-5000

NYP Westchester Behavioral Health

- 914-997-5920
- Onsite administrator: 914-682-9100

NYP/Columbia Presbyterian & NYP Morgan Stanley Children’s

- 212-305-5904
- Administrator-on-Call: 212-305-2323

NYP Allen Hospital

- 212-932-4321
- Clara Laboy: 212 932 4321

NYP Westchester (formerly Lawrence Hospital)

- (914) 787-3074
- Nursing Onsite Administrator: (914) 787-1000

Social Work / Care Coordination

- NYP Allen: 212-932-4255
- NYP/Columbia: 212-305-2553
- NYP Westchester (formerly Lawrence): 914-787-3085
- NYP Lower Manhattan: 212-312-5168
- NYP Morgan Stanley Children’s: 212-342-0800

- NYP/Weill Cornell: 212-746-4320
- NYP Westchester Behavioral Health Hospital: 914-997-5743

Workforce Health & Safety

- NYP/Columbia T: 212-305-7590
- NYP Brooklyn Methodist T: 718-246-8570
- NYP/Weill Cornell T: 212-746-4370
- NYP Allen T: 212-305-7590
- NYP Queens T: 718-670-1280
- NYP Westchester Behavioral Health Center T: 914-997-5800
- NYP Lower Manhattan T: 212-312-5249
- NYP Westchester (formerly Lawrence) T: 914-787-4273

Rapid Response Team (from internal phone only)

NYP/Weill Cornell

- Cardiac Arrest: 44444
- EMS/Paramedic: 22222
- Fire: 212-746-0911
- Pediatric Alert: 66200
- Rapid Response Team: 44444
- Security: 60911
- Stroke: 55555
- Service Desk: 44357

Weill Cornell Medical College

- Cardiac Arrest: 55555
- Biological/Chemical Release: 17233
- EMS/Paramedic: 22222
- Environmental Health & Safety: 17233
- Fire: 61835 or 63473
- Service Desk: 44357
- Pediatric Alert: 66200
- Radiological Release: 66964
- Rapid Response Team: 44444
- Security: 60911

- Stroke: 55555
- WCMC Emergency Announcements: 69262

Useful External Contact Information

American Red Cross

Emergency Management Resources for Personal and Family Needs

- NYC Office of Emergency Management

The Joint Commission

- 800-994-6610

Ready.gov

Westchester Behavioral Health Hospital Office of Emergency Management

Maintaining a Harassment-Free Workplace Resources

If you have a respect or harassment related concern, please tell us about it. (You can do this confidentially.)

Corporate Compliance & Privacy

- Helpline: 1-888-308-4435
- <https://nyp.alertline.com/gcs/welcome>
- Office of Corporate Compliance: 212-746-1644

NYP Respect Office

- [HR Connects](#)
- hrc@nyp.org
- 646-697-4727

Epic Resources Available to All Users

- For issues experienced with using the system, contact Epic Support through the following options:
 - Urgent issues: Call 212-746-4357, select option 1
 - General Assistance or Non-Urgent Issues: epictogethersupport@nyp.org or use the Epic Help button on the Epic toolbar to log an incident
- See areas for improvement with Epic workflows or clinical content? Submit an Optimization Request.
 - Learn how to do more in Epic:

- Visit <https://knowit.nyp.org>
- For clinician efficiency tips, visit <https://efficiency.epic.com>