

Manhattan Eye, Ear & Throat Hospital

210 East Sixty-fourth Street, New York, NY 10021 • 212-838-9200

A PATIENT GUIDE BOOK

**Thank you
for choosing
Manhattan Eye, Ear &
Throat Hospital
for your surgery.
We welcome you
as our patient
and look forward to
working with you
to make your visit
to our Hospital
as comfortable
as possible.**

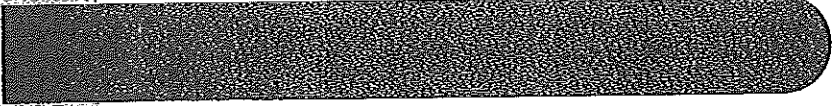


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Dear Patient:

Thank you for choosing Manhattan Eye, Ear & Throat Hospital for your upcoming surgery. We want you to know that your surgeon and our hospital staff have one goal in mind: to ensure that your surgery is a positive experience for you and those close to you.

This brochure contains information that we think will be helpful to you before, during and after your surgery. We encourage you to take few moments to read this material.

Since 1861, Manhattan Eye, Ear & Throat Hospital has been a leader in the specialties of ophthalmology, otolaryngology and plastic surgery. Recently, we have expanded our services to include orthopedic and podiatric surgery.

We are proud of our long history of providing patients with outstanding care and exceptional service. Many of our physicians are world - renowned in their fields and have developed or perfected some of the most exciting advances in treatment. Our medical staff, along with our highly skilled clinical support teams uses sophisticated technology in our state-of-the-art facilities.

Best wishes for a speedy recovery.

Sincerely,



Philip P. Rosenthal
Executive Director

PRE-OPERATIVE FORMS

Form A - Registration to be completed by you.

Form B - Financial Information to be completed by you.

To facilitate your registration process and to avoid delays on the day of your surgery, we request that you complete the Registration and Financial Forms provided in this packet and return it to the Hospital as quickly as possible.

Please complete these forms and either fax them to (866) 231-1027 or mail them to Financial Clearance Center in the enclosed envelop so that they arrive at least (4) business days prior to your surgery.

Form C - Patient Questionnaire to be completed by you.

Please complete Form C and give it to your surgeon. Your surgeon will review it and then forward it to us.

Form D - History and Physical to be completed by your doctor. A pre-operative History and Physical examination is required prior to surgery. This examination may be performed by either your surgeon or your primary care physician. If you are going home after your surgery, your History & Physical must be performed no earlier than thirty (30) days prior to surgery. If you are staying overnight in the hospital, your History and Physical must be performed no earlier than seven (7) days prior to surgery.

If form D is completed by your primary care physician, please return it to your surgeon. Your surgeon will review it and then forward it to us.

FINANCIAL INFORMATION

INSURANCE COVERAGE

Your insurance coverage must be verified prior to surgery. You may be responsible for any co-payment and/or deductible amount in accordance with your policy. Our Financial Clearance Center Staff will call you if they need additional information or to provide you with information regarding any payment due. Most managed care plans require approval (pre-certification) prior to their members obtaining non-emergency services. Please refer to the back of your insurance card for information, and contact your surgeon to insure that all prior authorizations have been obtained.

SELF-PAY PATIENTS

If your insurance policy does not cover your scheduled procedure, or if you do not have Healthcare insurance, you are responsible for payment of all Hospital charges incurred (financial assistance may be available to qualified patients).

SELF-PAY PATIENTS (Continued)

We require a deposit in accordance with the Hospital's fee schedule at least 72 hours prior to your surgery; you will be notified of the amount by the staff of our Financial Clearance Center.

The New York Health Care Reform Act of 1996 required that hospitals add a health tax to your actual total charges. This surcharge of 8.85% is forwarded to the state and is used to subsidize indigent care and critical health care initiatives.

PAYMENT

It is important that you understand that **your payment is a deposit and not payment in full** for your hospital bill. As each case is unique, fees vary according to tests, supplies and care rendered to each individual patient.

Your final bill reflecting the actual total charges is prepared approximately two weeks following your surgery. Accordingly, you will receive either a bill for any additional amount due or a refund for any overpayment.

Payment may be made by certified or bank check, cash, money order, traveler's checks (signature ID required), American Express, Discover, VISA or MasterCard.

We do not accept personal checks over \$500.00.

If you have any questions, please call the Financial Clearance Center at (212) 434 - 3279

PRE-OPERATIVE TESTS

Preoperative testing such as blood tests, electrocardiogram and chest x-ray may be necessary based on your age and overall general health.

Your physician should fax the results to (866) 231-1027 at least (4) business days prior to your surgery.

PRE-OPERATIVE INSTRUCTIONS

ADULTS: Do not eat anything after midnight the night before your surgery (at least eight hours). 8 oz. of clear liquids* are allowed up to three hours prior to surgery.

CHILDREN: No solid food the day of surgery. Breast milk up to four hours prior to surgery, clear liquids* are allowed three hours prior to surgery.

* Clear liquids are water, ginger ale, plain tea, apple juice and coffee **without** milk.

If you are taking medication of any kind, consult with your physician about specific instructions regarding your medication schedule prior to surgery.

A RESPONSIBLE ADULT SHOULD BE AVAILABLE TO DISCUSS YOUR DISCHARGE INSTRUCTIONS AND TO ACCOMPANY YOU HOME. An adult should also be available to you for 24 hours after your surgery. Please use discretion in bringing children to the hospital; children need to be supervised at all times.

Wear comfortable, loose fitting clothes; you will be provided appropriate clothing for your surgery.

Do not wear make-up or nail polish the day of surgery, or per instructions by your surgeon.

DO NOT BRING JEWELRY OR OTHER VALUABLES WITH YOU.

If a change in your health occurs within one week prior to surgery, such as a cold, cough or fever, please notify your surgeon.

If you wear dentures, contact lenses, eye glasses or other prosthesis, you may be asked to remove them prior to surgery.

Please remember to bring your Advanced Directive and/or Health Care Proxy with you.

If you anticipate needing Social Work assistance, please call (212) 434-3060.

ESPECIALLY FOR CHILDREN: Bring a favorite toy, book or blanket

Parents/guardian must stay on the premises at all times until minors are discharged.

Please call our pre-operative nurse at (212) 702-7750 or (212) 605-3747 the day before your scheduled surgery. If your surgery is planned for Monday, please call us on Friday. It is important that you share any personal or family history of problems with the nurse and that you know the names and dosages of any medications you are taking. At the same time the nurse will give you preoperative instructions about what to wear, where to go, when you can eat and drink, and many other things, so that the day of your surgery will be less stressful. She will also be available to answer any questions that you may still have.

PAIN MEDICATION

Pain control is important. Uncontrolled pain slows recovery and may lead to complications. Keeping your pain under control will help you to eat better, sleep better and move around more easily. Your doctor will order medication to control your pain.

Your Nurse will ask you to "rate your pain". Rating your pain (0 = no pain, 10 = worst imaginable pain) tells the nurse how well the medication is working.

Less medication is needed to control pain if it does not become too severe. Ask for pain medication before you become uncomfortable. Pain should not interfere with walking, coughing, deep-breathing exercises, therapy or rest.

If your pain is not relieved by your medicine or if you are having side effects, please tell your doctor or nurse so something can be done about it.

Pain medication can also make you sleepy. Try to find a balance that leaves you awake, yet comfortable.

FACTS ABOUT PAIN AND MEDICATION

Pain medication, when given with supervision, is safe and effective. Strong pain medication is rarely addictive when given in this manner.

It is understood that pain or discomfort may be intensified after operative procedures, certain activity levels, and during the healing process.

Taking pain medication prior to walking, exercising or physical therapy can make that activity more tolerable and perhaps help speed your recovery.

Constipation is a common side effect of pain medications which contain narcotics. Following a diet including fibrous food (e.g. vegetables, fruits, and cereals) and drinking large amounts of fluids helps to reduce the incidence of constipation.

Medications to relieve side effects may be prescribed by your doctor.

THE DAY AFTER SURGERY OR DISCHARGE

You can expect a nurse to contact you after discharge to inquire about your progress.

Please follow your discharge instructions carefully. If you have any questions or problems, contact your surgeon's office directly.

Directions to Manhattan Eye, Ear & Throat Hospital

210 East 64th Street, New York, NY 10021

(212) 838-9200

Manhattan Eye, Ear and Throat Hospital is located between 2nd and 3rd Avenues

Public Transportation

By subway: Take the F train to the Lexington Avenue-63rd Street station,
or the #6 subway (Lexington Avenue line) to 59th Street or 68th Street Station,
or the #4, #5, N, R or W train to 59th Street Station

By bus: Traveling Uptown: Take the M101/102 on Third Avenue to 65th Street.
Traveling Downtown: Take the M15 on Second Avenue to 65th Street.

By Automobile

From The Bronx or Westchester:

Take the Major Deegan Expressway (NYS Thruway, Route 87) southbound to Triborough Bridge to Manhattan. Take FDR Drive southbound to 63rd Street exit. Continue westbound on 63rd Street to Third Avenue. Make a right turn onto Third Avenue. Take Third Avenue to 64th Street. Make a right turn onto 64th Street and continue to the mid-point between Second and Third Avenues.

From Brooklyn or Staten Island:

Cross the Brooklyn Bridge or go through Brooklyn Battery Tunnel. Take FDR Drive northbound to 61st Street exit. Continue westbound on 61st Street to Third Avenue. Make a right turn onto Third Avenue. Take Third Avenue to 64th Street. Make a right turn onto 64th Street and continue to the mid-point between Second and Third Avenues.

From Connecticut:

Take New England Thruway (I-95) southbound to Cross Westchester Expressway (Route 287). Continue to last exit onto NYS Thruway (Route 87) southbound. Take FDR Drive southbound to 63rd Street exit. Drive southbound to 63rd Street exit. Continue westbound on 63rd Street to Third Avenue. Make a right turn onto Third Avenue. Take Third Avenue to 64th Street. Make a right turn onto 64th Street and continue to the mid-point between Second and Third Avenues.

From Queens or Long Island:

Cross the Triborough Bridge. Take FDR Drive southbound to 63rd Street exit. Continue westbound on 63rd Street to Third Avenue. Make a right turn onto Third Avenue. Take Third Avenue to 64th Street. Make a right turn onto 64th Street and continue to the mid-point between Second and Third Avenues.

or

Take the Queens Midtown Tunnel westbound to Third Avenue. Make a right turn onto Third Avenue. Take Third Avenue to 64th Street. Make a right turn onto 64th Street and continue to the mid-point between Second and Third Avenues.

From New Jersey:

Cross the George Washington Bridge to Harlem River Drive/FDR Drive southbound to 63rd Street exit. Continue westbound on 63rd Street to Third Avenue. Make a right turn onto Third Avenue. Take Third Avenue to 64th Street. Make a right turn onto 64th Street and continue to the mid-point between Second and Third Avenues.

Parking Garages

Commercial garages are available within walking distance of the Hospital.

HOTELS IN THE AREA

59th Street Bridge Suites
351 East 60th Street
(212) 754-9388

92nd Street Y de Hirsch Residence
1395 Lexington Avenue
(212) 415-5650

Affinia Gardens
2 East 61st Street
(212) 355-1230

Affinia Gardens
215 East 64th Street
(212) 355-1230 or (800) 637-8483

Affinia Gardens
20 East 76th Street
(212) 320-8050

Amsterdam Hospitality Group
230 West 54th Street
(888) 66-Hotel

Anco Studios
1202 Lexington Avenue
(212) 717-9500

Bentley Hotel
500 East 62nd Street
(212) 644-6000 - Ext 6603

Bristol Plaza
210 East 65th Street
(212) 753-7900

Carlyle Hotel
35 East 76th Street
(212) 744-1600

Franklin Hotel
164 East 87th Street
(212) 369-1000

The Helmsley Carlton House
680 Madison Avenue
(212) 838-3000

The Helmsley Medical Tower
1320 York Avenue (70th Street)
(212) 472-8400 or (800) 468-6937

Hotel Plaza Athenee
37 East 64th Street
(212) 734-9100

Hotel Wales
1295 Madison Avenue
(212) 876-6000

Lowell Hotel
215 East 64th Street
(212) 838-1400

The Mark Hotel
25 East 77th Street
(212) 744-4300

Marriott East Side & Marriott
Courtyard Hotels for the East Side of Town
Lexington & 50th Street
(50th & 3rd - Courtyard)
(212) 715-4273

Regency Hotel
540 Park Avenue
(212) 759-4100

Sherry-Netherland Hotel
781 Fifth Avenue
(212) 355-2800