## Hallway Bed Assignment Information

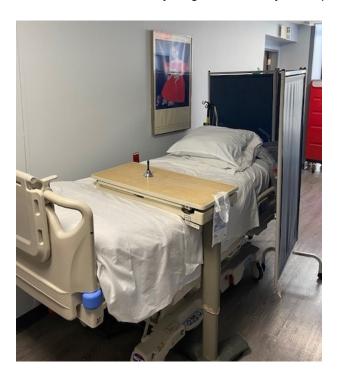


## WHAT IS HAPPENING?

 Our hospital emergency room is currently at full capacity. In order to provide the safest, highest quality of care to all of our patients, we are temporarily relocating you to a bed in the hallway of your home unit.

## WHAT TO EXPECT?

- Your bed will be located close to a restroom facility and there will be partitions to allow for privacy. There may be some intermittent noise levels and brighter lighting on the unit. You will be provided with a complimentary amenity kit containing an eye mask, ear plugs and toiletry essentials for your comfort.
- Our team is working hard to secure a room assignment. In order for the room to be ready for occupancy we must ensure the room/bed assignment is vacant, cleaned and sanitized to our high safety standards. Please consider that each patient requires a specific level of care and some patients may be placed into a room sooner.
- Our Administrative Manager for the Joseph F. Cullman Jr. Institute for Patient Experience will provide a courtesy visit to you during your stay. Please let us know if there is anything else that may be helpful for you.



## **QUESTIONS OR CONCERNS?**

If any additional concerns arise during this time of construction, please contact the unit Nurse Manager, or you can call the Patient Relations team at **212-659-8990**.

We greatly appreciate your understanding during this time and regret any inconvenience that this may cause.

Sincerely,
The Mount Sinai Hospital Leadership