

# 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