

HSS



Welcome to the
**9th Floor Surgery
Center**

535 East 70th Street, New York, NY 10021



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HSS

Welcome

Welcome!

Welcome to the 9th Floor Surgery Center at HSS. The information in this guide highlights what can be expected during your time with us. We are here to assist in any way we can.

Masks are now optional for all patients, visitors, and staff. Masks will be required at HSS only in elevated-risk situations and upon the request of a patient, visitor, or staff member participating in a clinical interaction.

Smoking is not permitted anywhere in or around the Hospital and its facilities. This includes, but is not limited to, cigarettes, cigars, e-cigarettes and vape pens.

HSS Visitor Policy

The health and safety of our patients, visitors, and employees remains our top priority. HSS is taking precautions to ensure everyone's safety. These measures include visitor limitations and social distance guidelines.

Our visitation guidelines are constantly changing to align with the CDC and New York State Department of Health recommendations.

We encourage patients to stay connected with their loved ones during their appointments through virtual means, including facetime and/or phone calls. iPads are available to help you virtually connect with your family members or friends.

For any questions related to the HSS visitor policy, please call:

- Service Excellence 212.774.2179
- Family Resource Line 212.774.7547

**Scan for
updated
policy**





What to Expect Before Your Procedure

You will receive several important calls throughout the week before your procedures:

- The call center will call you to ask you some COVID screening questions in addition to verifying the arrival time and projected start time for your procedure.
- The pre-access team will confirm your information in our system to help expedite your registration process. This call is made up to one week before your procedure.

What to Expect

The Day of Procedure

Please wear bring your government issued photo ID and insurance information with you. Leave all your valuables at home.

When you arrive, you will be greeted by our Security and Service Excellence teams who will instruct you to the registration area. A member of our Patient Access Services team will complete the registration process and provide you with a wrist band. You will then proceed to the 9th floor where your procedure will take place. You will be greeted by our Service Excellence Patient Liaison team who will help guide you through your journey. They will also provide you with an estimate of how long you should expect to be at HSS. Please note, expected stay may vary based on medical needs.

Connecting with Visitors

To enhance communication on the day of procedure for visitors, phone calls and text messages may be sent to a designated recipient. A status board is also available in the family atrium to keep visitors up to date of the patient's physical location (i.e., pre-op, operating room, or recovery area).

iPads are available to help you virtually connect with your family member or friends.



What to Expect

Holding (pre-procedure)

Once in the pre-operative area, you will be seen by the clinical team to go over your medical history, allergies, medications, and details about your procedure. You may also be joined by your family member after getting prepped for your procedure.

During Procedure

After you speak with your physician and sign the consent forms, the procedure nurse will review some information with you. During the procedure, your family member or friend will wait in our designated family waiting area, where our Patient Liaisons will keep them up to date regarding your progress. Once the procedure is complete, you will be transferred to the post-anesthesia care unit (PACU).

Procedures vary in length. Your physician's office can clarify your expected procedure duration to assist you with planning.



What to Expect After Procedure (Post Anesthesia Care Unit)

The recovery process is different for everyone depending on the type of procedure. The typical length in the recovery room is approximately 3-5 hours before being discharged or transferred to an inpatient room. Patient may also stay overnight in PACU due to the type of surgery and their medical history. Please note, there is no visitation in the recovery room at this time. The clinical team will bring in a visitor if needed to assist with discharge instructions.

Visitors

Our Service Excellence Patient Liaisons are here to help you and answer any questions. Feel free to approach the atrium desk for assistance. Please note, the patient may be in the operating room some time before the procedure officially starts. For your convenience, we have a cafeteria located across the street in our Belaire Building.

We Ask Because We Care!

Your comments, concerns and suggestions are important to us.

Please visit

hss.edu/9SESurvey

or email us at

ServiceExcellence@hss.edu

to provide your valuable feedback about your experience at HSS.



Scan to Access The Survey

Parking Garages

Near 535 East 75th Street

CLOSEST TO HSS

HSS Hospital & Visitor Belaire Parking Garage

525 E. 71st St.
btwn York Ave. & FDR Drive
212.606.1000
extension 3097
Open 24 hours

Helmsley Medical Tower Garage

507 E. 70th St.
btwn FDR Drive & York Ave.
212.746.1974
Open 24 Hours

MPG Public Parking

517 E. 71st St.
btwn FDR Drive & York Ave.
212.452.2364 or
212.490.3460
M-Fri 6am-10pm
Closed Sat & Sun

76th Street Parking Garage 1

404 E. 76th St.
btwn York & 1st Aves.
212.472.8249
Open daily 6AM-11PM

76th Street Parking Garage 2

433 E. 76th St.
btwn York & 1st Aves
212.737.0050
Open 24 hours

Little Man Samo Parking

401 E. 74th St.
btwn York & 1st Aves.
212.288.3025
Open daily 6AM-MIDNIGHT

Citi Parking

1420 York Ave.
btwn 75th & 76th Sts.
212.249.2940
Open daily 6am-midnight

Champion Parking 75

341 E. 75th St.
btwn 1st & 2nd Aves.
212.734.9593
Open 24 hours

Gas Station

Shell Station

1855 1st Ave. at 96th St.
212.426.8351

Parking Garages

Near 535 East 75th Street

WITHIN 5 BLOCKS OF HSS

333 Garage Corp.

333 E. 69th St.
btwn 1st & 2nd Aves.
212.650.1529
Mon-Sun 7am-1am

Somerset Garage

1365 York Ave.
(entrance on 72nd St.)
212.650.0911
Open 24 hours

Imperial Parking Systems

315 E. 70th St.
btwn 1st & 2nd Aves.
212.879.5371
Open Daily 6AM-12AM

Long-term parking available at some garages listed above. Inquire about monthly rates. With long-term parking, many garages require you to call a day in advance to retrieve your vehicle.

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Online Resources

bestparking.com
parkopedia.com
parkwhiz.com
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Important Numbers

**Service Excellence
(9th Floor Surgery Center)**
tel: 212.774.2179

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**Medical/Clinical
Questions**
Please call your
physician's office

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Billing/Financial
tel: 212.606.1772

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Radiology & Imaging
tel: 212.606.1015

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HSS Connect
tel: 212.606.1555

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Patient Advocacy
tel: 212.774.2403

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Service Animals at HSS
For more information on
service animals at HSS,
please visit [hss.edu/service-
animals.asp](https://hss.edu/service-animals.asp) or contact
the service excellence
team at 212.774.2392.

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Language Access Services
tel: 212.606.1760

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For accommodations on the
day of surgery, please call
our **Family Resource Line**
at 212.774.7547.



Notes

Helpful Reminders

Bring your government issued photo ID

Bring Insurance information with you

PROCEDURE DATE:

DOCTOR'S NAME & NUMBER:

PARKING GARAGE:

Things to Remember

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**HOW YOU MOVE
IS WHY WE'RE HERE.**



Hospital for Special Surgery
is an affiliate of Weill Cornell
Medical College.

535 East 70th Street
New York, NY 10021
tel: 212.606.1000
[hss.edu](https://www.hss.edu)

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