

**HSS**



Welcome to the  
**1st Floor Surgery  
Center**

535 East 70th Street, New York, NY 10021



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## Welcome!

Welcome to the 1st 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 646.797.8301
- 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 procedure:**

- 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 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 1st Floor Surgery Center 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 while 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. Your procedure will take place in a sterile operating room. 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 2 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

[www.hss.edu/floor1survey](http://www.hss.edu/floor1survey)

or email us at

[ServiceExcellence@hss.edu](mailto:ServiceExcellence@hss.edu)

to provide your valuable feedback about your experience at HSS.



Scan to Access The Survey

# Parking Garages

## Near 535 East 75<sup>th</sup> 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

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#### **Gas Station**

#### **Shell Station**

1855 1st Ave. at 96th St.  
212.426.8351

# Parking Garages

## Near 535 East 75<sup>th</sup> 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  
(1st Floor Surgery Center)**  
tel: 646.797.8301

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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](http://hss.edu)

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5.31.23