

Care for Families and Patients During Times of Crisis



Westchester
Medical Center

Westchester Medical Center Health Network

The COVID-19 pandemic has placed unprecedented challenges on healthcare organizations from the perspective of required changes to traditionally accepted processes, policies and practices. We know that some of these changes also impact the families of our patients, so we have developed additional levels of support to care for not only our patients, but their families, during this time.

Daily Wellness Calls

Our Caregiver Partners handle regular wellness check-ins with families of our patients with COVID-19, as well as all patients in ICU, and others. These compassionate individuals provide active listening and emotional support as well as valuable connections to additional WMCHHealth and community resources for assistance. These calls are in addition to regular calls to families provided by bedside care teams. We are also able to escalate any concerns for immediate provider response.

24/7 Support Line

Our 24/7 Support Line is available to patients, family members and friends to address questions and concerns as well as to resolve issues, including facilitating communication. Staffed by seasoned patient advocates, this service is available around the clock by calling 914.493.8877.

Visitation

While visitation has been suspended under New York State Executive Order, during the COVID-19 pandemic, at Westchester Medical Center and Maria Fareri Children's Hospital we have always allowed a designated support person for our pediatric patients and labor and delivery patients. In addition, we also allow visitation for all our patients at end of life, and during other extenuating circumstances, including when such visitation is deemed medically necessary by our care teams.

Communication & Translator Services

We have deployed dozens of communication devices throughout our organization, in addition to patients' personal devices, to assist with communication between patients and families during this time. In addition, we continue to provide near-immediate access to a robust video translation service in dozens of languages and ASL, to support our patients and meet their communication needs with our care teams and others.

Food

We know how important nourishment is during times of hospitalization and care. While we cannot accept food deliveries for our patients from commercial establishments or home at this time, our food and nutrition services are provided by national industry leader Morrison, with a special focus on both nutritionally valuable and culturally important diets. Our kosher food service is provided by the highly acclaimed Palace Kosher, in Brooklyn; by Kosher Mart, in Cherry Hill; and by Jamac. Our kosher pantry in the Children's Hospital remains open to provide nourishment to parents.

Personal Items

We are more than happy to accept personal items that our patients need. Family members can drop off these items at any of our front desks. Items should be in a sealed bag with the patient's name and room number. We will log the materials, ensure they are acceptable under our current policy (non-food), and have them delivered to the patient's unit by courier. Please do not call our bedside care teams to assist with this process, as they are busy providing care to patients. If you have any questions, or need assistance, please call our 24/7 Support Line at 914.493.8877.

Cultural Needs and Spiritual Support

WMCHHealth has a diverse cultural and spiritual support program. Many of our team members are national leaders in their fields and have deep roots in the communities we serve as liaisons to provide support, communication and solace. Our team members are onsite and on-call 24/7 to help our patients, families and workforce. For assistance, please call our 24/7 Support Line at 914.493.8877.