



Department of Health

KATHY HOCHUL
Governor

JAMES V. McDONALD, M.D., M.P.H.
Commissioner

JOHANNE E. MORNE, M.S.
Executive Deputy Commissioner

New Short-term/Day Visit Procedure

September 19, 2024

Dear Family Member/Friend:

This mailing is to inform you that the New York State Veterans Home at Oxford has a policy for taking your loved one out of the facility for a day visit. In order for us to make certain of your loved one's safety, medical stability, and timely medication distribution prior to a resident leaving the facility for any length of time, we ask that you please give us advanced notice of any upcoming out-of-facility visits, **regardless of length, if possible. Please note the updated procedure and inform all other friends and family that this policy may affect:**

- 1) Notify Social Services at (607) 843-3182 or by e-mail at bernice.otero@nysvets.org no later than **three days prior to a resident's visit outside of the facility, regardless of the length of time, if possible.** Please include pick-up and drop-off times.
- 2) Upon departure from the Veterans' Home, the resident must be signed out at the Nurse's Station on the resident's unit, as well as at security.
- 3) If you need special transportation, such as Medi-Van, the family is responsible to make and pay for the arrangements. Please work with your social worker three days prior to furlough to confirm details.
- 4) If you are unable to meet your estimated return time, please notify the facility ASAP by calling (607) 843-3100, and by calling the unit, as well.
- 5) If there is a medical emergency while out, please call 911 or go to the Emergency Room.

Thank you,

The Social Services Department

The New York State Veterans Home at Oxford takes pride in providing quality care to our Residents and their Families.