

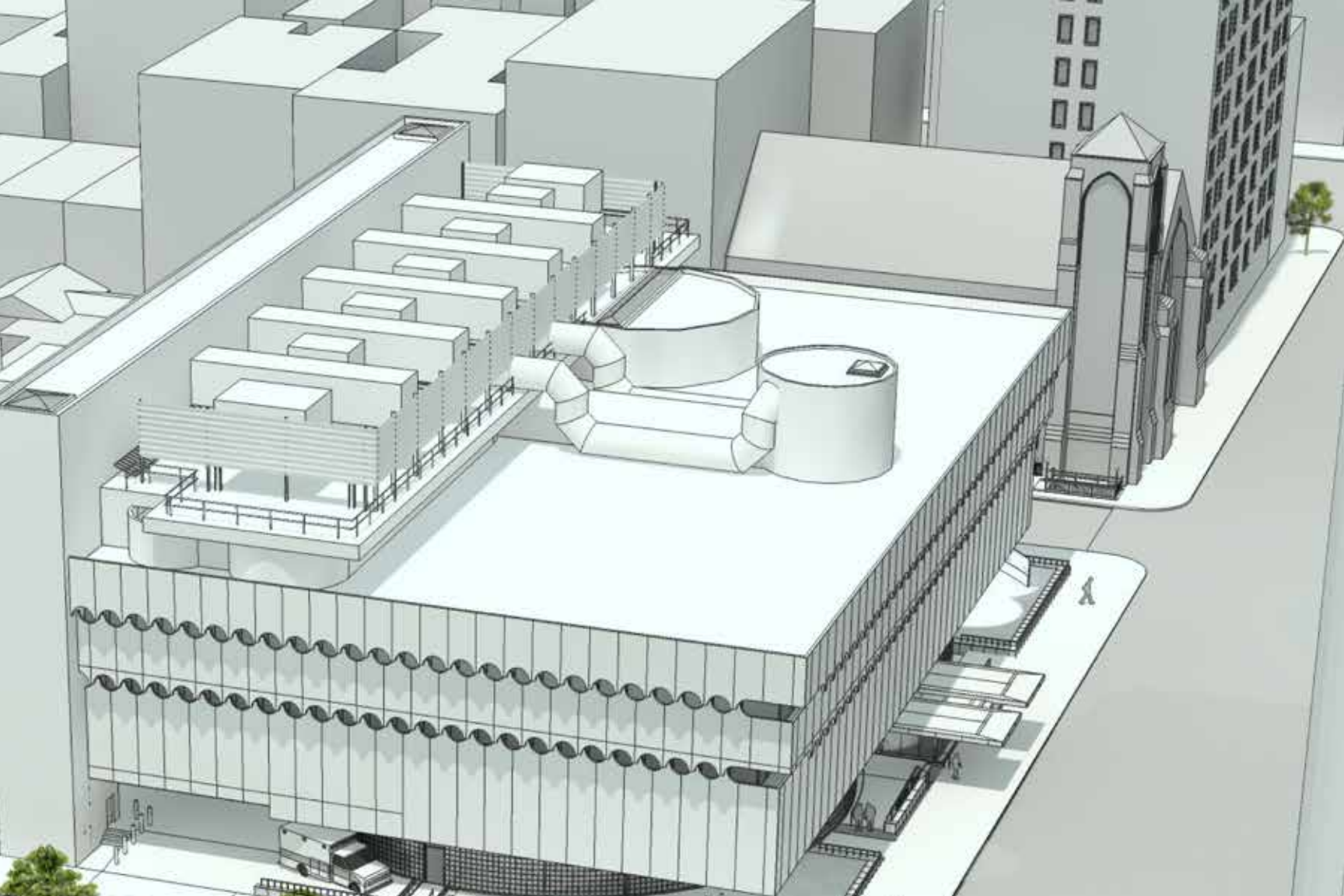
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# LENOX HILL HEALTHPLEX

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A NEW VISION OF HEALTHCARE  
ON MANHATTAN'S WEST SIDE





# A TRANSFORMATION UNFOLDS

## THE NEW LENOX HILL HEALTHPLEX

Lenox Hill HealthPlex represents a dramatic shift in the healthcare landscape of Lower Manhattan, bringing advanced comprehensive care to Greenwich Village, and in the process, bringing a new vision of healthcare to life.

The level of care that will be available to the local community is truly exceptional. As its centerpiece, this state-of-the-art medical complex features a fully staffed, 24-hour freestanding Emergency Department—the first of its kind in Manhattan.

The vast emergency capabilities of Lenox Hill HealthPlex will be complemented by an imaging center, ambulatory surgery suite and outpatient rehabilitation facility, offering a range of medical specialties and home-based services as well as innovative health and wellness services designed around the needs of the community.

Dear Friends,



**Welcome to the new Lenox Hill HealthPlex.** This medical complex has been carefully designed to meet the unique healthcare needs of Lower Manhattan's diverse residents. From the outset, our aim has been to support the local community's healthcare needs, and create a new model of healthcare aligned with the most progressive thinking about patient care today.

The new HealthPlex is built on a long and very proud history. The North Shore-LIJ Health System's flagship hospital in Manhattan, Lenox Hill Hospital, has been providing exemplary care to New York City residents for more than 155 years. In this historical context, Lenox Hill HealthPlex carries a rich legacy of service to the community into an exciting new era.

Our respect for the past is also evident in the painstaking efforts taken to maintain the distinctive character of the Greenwich Village Historic District by preserving the landmarked O'Toole building which houses Lenox Hill HealthPlex.

Lenox Hill HealthPlex is anchored by Manhattan's first freestanding Emergency Department (ED). This state-of-the-art ED is based on a successful model designed to reduce wait times and provide emergency care that is convenient and efficient. And, unlike urgent care centers, which treat only minor illnesses and injuries, the Lenox Hill HealthPlex ED will be fully staffed by board-certified emergency clinicians and equipped with advanced life support services, enabling patients to receive care for a full range of illnesses and injuries. Our unrivaled ED will also link patients to a full continuum of care, including 24-hour access to specialty consultations.

A genuinely comprehensive care center, Lenox Hill HealthPlex will also provide imaging services, an ambulatory surgery suite, outpatient rehabilitation, health and wellness services, medical specialty practices, home-based services and other programs specifically geared to the needs of the community.

North Shore-LIJ and Lenox Hill Hospital are proud to be members of the West Side community and contribute to the neighborhood's enrichment. Our effort to enhance the quality of life in this vibrant neighborhood is supported through close ties to local organizations and ongoing dialogue with the community. Most importantly, we are proud to serve those who live and work here.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Dowling'.

**Michael J. Dowling**  
**PRESIDENT AND CEO**  
NORTH SHORE-LIJ HEALTH SYSTEM

A handwritten signature in black ink, appearing to read 'J. Gupta'.

**John Gupta**  
**EXECUTIVE DIRECTOR**  
LENOX HILL HEALTHPLEX







## MODERN MEDICINE IN A HISTORIC SETTING

Lenox Hill HealthPlex occupies the historic O'Toole Building, also known as the National Maritime Building, on 7th Avenue. Once the National Maritime Union headquarters, this landmarked building has been preserved to capture the original architect's mid-century modern vision, while inside its doors, a leading-edge medical facility is taking shape.

The six-story, 160,000-square foot structure, designed with a nautical theme, rests on two glass block cylinders, with scalloped overhangs, a porthole façade and a rooftop bulkhead resembling a steamship smokestack.

The O'Toole Building was acquired by the North Shore-LIJ Health System in 2011 after the closure of St. Vincent's Hospital—and destined to become Lenox Hill HealthPlex, a new neighborhood institution bringing standard-setting patient care to Lower Manhattan.

Outside, the charm and intimacy of the West Village provides the ideal environment for healing.



## MEETING THE COMMUNITY'S MOST VITAL NEEDS...

Lenox Hill HealthPlex is focused on giving Lower Manhattan residents access to the outstanding healthcare they need and want. In so doing, it will enhance the overall quality of life here, with a patient-centric approach emphasizing patient care on a level rarely seen in community hospitals. This comprehensive medical center will feature:

- Manhattan's first freestanding 24/7 Emergency Department
- Imaging Center
- Ambulatory Surgery Suite
- Outpatient Rehabilitation Facility
- Health and Wellness Services
- Medical Specialty Practices
- Home-Based Services

## IN AN OASIS OF CALM AND HEALING

Understanding the integral role a patient's state of mind plays in the healing process, we invest in the overall patient experience at Lenox Hill HealthPlex. Patients and their families deserve a welcoming and pleasant environment, and we are committed to providing one—beginning with a warm greeting, and continuing through every phase of care and every touch point.

Our dedicated Office of Patient Experience is charged with ensuring consistently compassionate, personalized care focused on physical, emotional and spiritual well-being. Technology plays a major role as well, with an end result of optimum comfort, convenience and privacy.

Extraordinary attention to detail will be paid to providing amenities that exceed expectations:

- Medical concierge
- Rapid turnaround time and efficient, responsive care
- Paperless record-keeping
- Interactive patient experience monitors
- Videoconferencing capabilities





## AN UNMATCHED CONTINUUM OF CARE

### NORTH SHORE-LIJ HEALTH SYSTEM

One of the nation's largest healthcare systems, North Shore-LIJ delivers world-class clinical care throughout the New York metropolitan area, pioneering research at The Feinstein Institute for Medical Research, and a visionary approach to medical education highlighted by the Hofstra North Shore-LIJ School of Medicine. North Shore-LIJ cares for people at every stage of life at 17 hospitals and nearly 400 outpatient physician practices throughout the region. Our hospitals and long-term care facilities house more than 6,000 beds, employ more than 10,000 nurses and have affiliations with more than 9,400 physicians. With a workforce of more than 48,000, North Shore-LIJ is the largest private employer in New York State.

**516-465-8000 | [WWW.NORTHSHORELIJ.COM](http://WWW.NORTHSHORELIJ.COM)**

### LENOX HILL HOSPITAL

Lenox Hill Hospital is a member hospital of North Shore-LIJ, and the health system's flagship hospital in Manhattan. A 652-bed acute care hospital on the Upper East Side, Lenox Hill Hospital has earned a national reputation for outstanding patient care and innovative medical and surgical treatments. The hospital was ranked among the nation's Top 50 Hospitals in Cardiology and Heart Surgery, and Ear, Nose and Throat in US News & World Report's 2013-2014 Best Hospitals edition. It is also well known for excellence in internal medicine, orthopaedics, sports medicine and maternal/child health, and was recognized as a "Leader in LGBT Healthcare Equality" by the Human Rights Campaign Foundation.

**212.434.2000 | [WWW.LENOXHILLHOSPITAL.ORG](http://WWW.LENOXHILLHOSPITAL.ORG)**

### LENOX HILL HEALTHPLEX

A division of North Shore-LIJ's renowned Lenox Hill Hospital, Lenox Hill HealthPlex is poised to meet the challenge of monumental changes in the healthcare industry. This comprehensive new medical center draws on the collective experience of North Shore-LIJ's 200 emergency physicians, more than 300 paramedics and EMTs, and approximately 2,000 ED staff—an unrivaled knowledge base which, paired with state-of-the-art medical technology, will ensure the diverse healthcare needs of the community are well met. North Shore-LIJ has always embraced change, and with this forward-thinking care center, continues to drive healthcare innovation.

**646-665-6000 | [WWW.LENOXHILLHEALTHPLEX.ORG](http://WWW.LENOXHILLHEALTHPLEX.ORG)**

# EMERGENCY DEPARTMENT

## A NEW MODEL OF EMERGENCY CARE

Our mission to provide comprehensive, community-based care is fully realized in our state-of-the-art freestanding 24/7 Emergency Department—the first of its kind in Manhattan, and the centerpiece of Lenox Hill HealthPlex.

Based on a successful new model for emergency care being implemented across the country, the Lenox Hill HealthPlex Emergency Department (ED) provides care that is efficient, accessible and linked to a continuum of care. Patients benefit from 24-hour access to board-certified emergency physicians, specialty trained nurses and other healthcare professionals, as well as 24-hour access to specialist consultations through North Shore-LIJ’s vast clinical network.

## A LIFELINE IN TIMES OF CRISIS

Many hospital emergency departments are undersized, which contributes to delays when time is of the essence. The Lenox Hill HealthPlex Emergency Department rises to a new standard. Patients presenting with a serious condition are immediately stabilized using advanced life support technologies and prepared for transport if necessary. The availability of such critical resources in a neighborhood facility can mean the difference between life and death.

A 911 receiving facility, Lenox Hill HealthPlex has an ambulance stationed on site to provide rapid transport.

## TREATING A WIDE RANGE OF CONDITIONS: A CRITICAL NEED

The Lenox Hill HealthPlex Emergency Department is equipped with advanced life support services and a staff of emergency clinicians who have the expertise and resources to treat a wide range of conditions, and are ready to serve everyone who walks through our doors.

ESSENTIAL FEATURES

- Open 24/7
- 911 receiving
- Staffed with board-certified emergency medicine physicians
- 26 state-of-the-art private emergency room bays
- 24-hour Center of Excellence (COE) for Sexual Assault Forensic Examiner (SAFE) Program
- All patients accepted regardless of insurance status or ability to pay



### ADVANCED TECHNOLOGY, ATTENTIVE CARE

In a tranquil, spa-like setting, the Lenox Hill HealthPlex Imaging Center will offer a full spectrum of radiology services and testing.

The Imaging Center will be staffed by one of the largest groups of sub-specialized, fellowship-trained radiologists in Manhattan, including experts in musculoskeletal imaging, body and breast imaging. They will be supported by a highly qualified team of technologists, nurses and administrative staff, including a dedicated Patient Navigator responsible for ensuring that any follow-up care needed is arranged and coordinated seamlessly.

### ESSENTIAL FEATURES

In addition to the Imaging Center's exceptional staff, patients will benefit from the latest imaging techniques and technology:

- High-field, wide-bore magnetic resonance imaging (MRI)
- Low radiation-dose computed tomography (CT)
- Digital X-ray and ultrasound



## AMBULATORY SURGERY



### BRIEF VISIT, LASTING IMPRESSION

With the opening of Lenox Hill HealthPlex, Lower Manhattan residents will have access to a safe, high-quality alternative to hospital-based surgery. Ambulatory surgery services will be performed in a specialized outpatient setting, where patients undergo procedures, take time to recover in comfort on site, and are discharged the same day to safely heal at home.

The Ambulatory Surgery Suite is specifically designed to be comfortable and convenient, providing exceptional outpatient surgical services as well as a pleasant patient experience. We will strive to keep stress to a minimum, as ensuring that our patients feel at ease from the moment they walk through the door is one of our highest priorities.

The facility will feature state-of-the-art operating rooms equipped with advanced medical technology. A specialized team of

board-certified surgeons, anesthesiologists, nurses and other healthcare professionals will focus on each patient, ensuring the best possible outcome. All emergency equipment necessary will be located in the unit, guaranteeing the highest standards of care and monitoring throughout the procedure. If needed, transfer to a nearby hospital can be easily accomplished.

After surgery, the relaxed atmosphere of our modern recovery area will provide the utmost comfort, and be overseen by caring, friendly staff, dedicated to providing personalized attention until the patient is ready to go home.

In order to meet the needs of our diverse local community, the Lenox Hill HealthPlex Ambulatory Surgery Suite will perform a wide and growing variety of procedures, including orthopaedic surgeries.

## OUTPATIENT REHABILITATION

### PAVING THE PATH TO WELLNESS

The Lenox Hill HealthPlex Outpatient Rehabilitation unit will be dedicated to guiding and supporting patients through each stage of recovery. This means not only restoring the highest possible level of functioning, but in many cases, rebuilding a sense of well-being and independence.

All outpatient rehabilitation services at Lenox Hill HealthPlex, including physical and occupational therapy, will benefit from the vast experience and clinical resources of Lenox Hill Hospital and the North Shore-LIJ Health System—both renowned for innovative rehabilitation strategies and positive outcomes. Whether patients are recovering from a stroke or

other neurological condition, or require rehabilitation following a surgical procedure, Lenox Hill HealthPlex will provide convenient access to exceptional care.

**Personalized Physical Therapy:** Our highly trained physical therapists will conduct a detailed clinical and functional evaluation of the patient, and use this information to develop a personalized treatment plan. As a supportive partner, the therapist will then work one-on-one with the patient to set goals, mark progress, and restore health. Patient-caregiver education on exercise and lifestyle modification will be provided to help maintain healthy functioning in the long term.

## HOME-BASED CARE

### BRINGING UNSURPASSED HEALTHCARE HOME

As an extension of the esteemed North Shore-LIJ Home Care Network, Lenox Hill HealthPlex will offer a range of home-based services for patients needing assistance after an illness, injury or surgery, as well as those with chronic conditions. In addition, seniors will benefit from a continuum of highly specialized geriatric care services.

Our approach consists of a coordinated effort geared to ensuring that patients have the support they need. Discharge planners, case managers and social workers will be charged with establishing the appropriate links to home care services such as nursing, therapy and home health aides, and with overseeing the delivery of care. Specific programs include:

**Geriatric Care:** Designed to meet the needs of the growing segment of seniors in Lower Manhattan, our *Circle of Care* program is

designed to be an integrated elder care solution. Each client will be assigned a social worker, who serves as a geriatric care manager, providing a range of services including health advocacy, transportation, elder law consulting and financial planning assistance.

**Infusion Services:** Home infusion services from licensed pharmacy and nursing professionals will be available for patients needing treatment for pain management and infections, as well as those requiring hydration, nutrition and chemotherapy services.

**Private Pay Health Aides:** Assistance will be available, from a few hours a day to around-the-clock, for residents needing assistance with personal care and basic homemaking tasks.





## EAST MEETS WEST: A NEW MODEL FOR COMPREHENSIVE INTEGRATED CARE

A transformation in healthcare is underway, as ancient traditions and modern medicine merge to form an optimal, integrated model in which the focus shifts away from a disease-based healthcare model to one that emphasizes maintaining health and preventing illness. Lenox Hill HealthPlex will be on the leading edge, providing the local community with more healthcare options and a range of innovative health and wellness services.

The HealthPlex is designed to be a comprehensive care resource for Lower Manhattan, and to us, this means embracing a range of modalities beyond primary care that is limited to conventional western medicine. Taking a complementary medicine approach, our Health and Wellness services will combine mainstream medical therapies with alternative therapies for which there is scientific evidence of safety and effectiveness. The goal is to minimize—and potentially eliminate—the need for costly interventions such as emergency department visits, hospitalizations, imaging tests and surgical procedures.

Our Health and Wellness programs will be aimed at promoting all aspects of a healthy lifestyle. This includes education and support for diet and nutrition, exercise, stress reduction, sleep, work-life balance and more, giving local residents the tools and resources they need to achieve and maintain long-term health.

Another important part of our strategy for delivering holistic care is to partner with a network of healthcare practitioners who respect as well as provide non-western therapies drawn from Traditional Chinese Medicine (TCM), Ayurveda and other traditions.

Lenox Hill HealthPlex is also partnering with community-based organizations to provide outreach and education. Our involvement with the community is exemplified by our designation as the Official Hospital and Health and Wellness Partner of the Chelsea Piers Sports & Entertainment Complex, which will give visitors access to a range of on-site health and wellness initiatives.

# MEDICAL SPECIALTY PRACTICES

## AN EXPANSIVE NETWORK OF SPECIALIZED CARE

The Medical Specialty Practices of Lenox Hill HealthPlex will serve as a hub to coordinate and facilitate patient access to physicians within a variety of specialties. Our personalized approach will consist of identifying the right specialists and incorporating them into the patient's overall treatment plan. Medical specialties affiliated with Lenox Hill Hospital and throughout Manhattan will include:

### HEAD AND NECK, INCLUDING NEUROSURGERY:

Diagnosis and treatment of head and neck medical and surgical conditions, as well as disorders of the nervous system, spine and spinal cord.

### HEART AND VASCULAR:

Comprehensive diagnosis and treatment of simple and complex coronary and vascular conditions through Lenox Hill Heart and Vascular Institute of New York.

### MATERNAL AND PEDIATRICS:

Care for a wide range of women's health issues, as well as pediatric healthcare services to meet the needs of children, from premature babies to adolescents.

### OPHTHALMOLOGY:

Treatment for an array of eye conditions, including cataracts, corneal diseases and dystrophies, through the renowned Manhattan Eye, Ear and Throat Hospital.

### ORTHOPAEDICS:

A variety of services, including evaluation, diagnosis, treatment and rehabilitative care, for illnesses and injuries affecting the bones, joints, muscles, ligaments and tendons.

### UROLOGY:

Diagnosis and treatment of urological diseases including prostate cancer, renal cancers and adrenal disorders, as well as reconstruction of renal and bladder abnormalities.

## PHYSICIAN ACCESS CENTER

Lenox Hill HealthPlex will offer a customized, seamless process for arranging care with the right specialists through Physician Access Center (PAC) - a personal point of entry to the award-winning resources of the North Shore-LIJ Health System. A dedicated medical team, supported by a professional staff of nurses and healthcare coordinators, will create an easy-to-manage care pathway throughout our health system and facilitate physician-to-physician consultations.

PHONE | 855-DR ACCESS (855-372-2237)

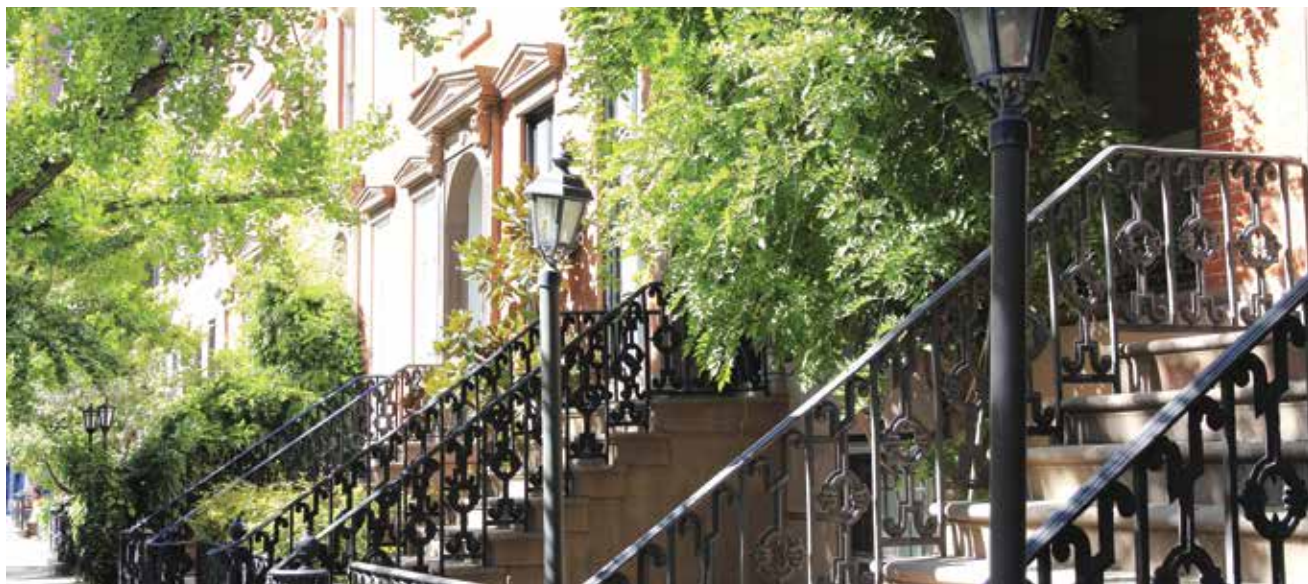
EMAIL | [PHYSICIANACCESSCENTER@NSHS.EDU](mailto:PHYSICIANACCESSCENTER@NSHS.EDU)

LENOX HILL HEALTHPLEX | 646-665-6000

LENOX HILL HOSPITAL | 212-434-2000

MANHATTAN EYE, EAR AND THROAT HOSPITAL | 212-702-7400





## PARTNERING TO TRANSFORM HEALTHCARE

Exemplifying a new model of healthcare, Lenox Hill HealthPlex is a medical center with vast emergency capabilities complemented by imaging services, and in the near future, ambulatory surgery, rehabilitation, health and wellness and other comprehensive care programs tailored to the needs of Lower Manhattan's diverse and vibrant communities.

Within a rapidly changing healthcare environment, Lenox Hill HealthPlex constitutes a unique resource. It is a receiving facility for the New York City 911 Emergency Medical System with 24/7

access to lab services and advanced radiology. Advanced life support capabilities ensure that patients receive emergency care at their most critical time of need. Should a patient require hospitalization, ambulance transport stands at the ready.

Through its affiliation with Lenox Hill Hospital and the North Shore-LIJ Health System, the HealthPlex will offer the community's elderly access to robust home-based care services, including home nursing, therapy and health aide services, as well as physician house calls.

## PLAYING A MEANINGFUL ROLE, FULFILLING A VITAL NEED

We invite you to partner with Lenox Hill HealthPlex to help us advance our goal to provide the very best in healthcare, and prepare medical residents and fellows for leadership. Your gift can help us attract and retain the best doctors, and put the latest medical technologies in their hands. And because the HealthPlex is a community-focused endeavor, your investment can help fund programs to benefit and enrich the local community.

You also have the opportunity to create a legacy at Lenox Hill HealthPlex, while honoring a family

member or loved one, or celebrating a milestone or accomplishment.

Should you choose to become a supporter, you can be assured that all funds associated with naming opportunities are applied to their designated purposes. Non-designated gifts are applied to the most immediate needs, such as community-based projects and the acquisition of new technologies. For all major gifts, payments may be made over a period of several years.

## GIVING OPPORTUNITIES

### DONOR RECOGNITION

Gifts of a magnitude eligible for naming opportunities will be commemorated in donor communications. Gifts for designated spaces within the facility will be commemorated with appropriate signage, and mentioned in departmental directories.

#### LENOX HILL HEALTHPLEX BUILDING AT 30 7<sup>TH</sup> AVENUE

Lenox Hill HealthPlex Building	<b><i>Reserved</i></b>
Emergency Department	<b><i>Reserved</i></b>
Imaging and Radiology Center	<b>\$10 million</b>
Ambulatory Surgery Center	<b>\$10 million</b>
Outpatient Rehabilitation Center	<b>\$10 million</b>
Health & Wellness Center	<b>\$10 million</b>
Medical Specialty Practice	<b>\$5 million</b>
Main Lobby	<b>\$5 million</b>
Historic Boardroom	<b>\$5 million</b>
Concierge Area	<b>\$1 million</b>
Nurses Station	<b>\$1 million</b>
Family and Patient Waiting Area — Main Floor	<b>\$1 million</b>
Family and Patient Waiting Areas — Other Floors	<b>\$750,000</b>
Patient Examination/Treatment Room	<b>\$500,000</b>
Physicians' Office Suite	<b>\$500,000</b>
Shared Office	<b>\$250,000</b>
Staff Lounge	<b>\$250,000</b>
Medical Equipment and Technologies	<b>\$50,000 to \$1 million</b>

**To learn more about ways to give, please contact:**

**Andrea Dowd**  
**Vice President, Development**  
**Lenox Hill Hospital Foundation Office**  
**100 East 77 Street**  
**New York, NY 10075-1850**  
**212-434-2410**  
**ADowd2@nshs.edu**



## GETTING TO LENOX HILL HEALTHPLEX

Lenox Hill HealthPlex is conveniently located in the West Village, on 7th Avenue between West 12th and 13th Streets.

**ADDRESS:** 30 7th Avenue, New York, NY 10011

**PHONE:** 646-665-6000

### BY SUBWAY AND PATH:

1, 2, 3, A, C, E, F, M to 14th Street

N, Q, R, 4, 5, 6 to Union Square/14th Street and transfer to L to 6th Avenue

L to 6th or 8th Avenue

PATH to 9th Street or 14th Street

### BY BUS:

**Heading south on 7th Avenue:**

M20 or M7 to West 14th Street

**Heading north on 6th Avenue:**

M5 to West 14th Street

**Heading north on 8th Avenue/Hudson Street:**

M20 to West 14th Street

**Cross-town on 14th Street:**

M14 to 7th Avenue



### PARKING:

#### Garage Management Co.

160 West 10th Street  
(between 7th Ave. South and Waverly Place)  
New York, NY 10014  
212-929-3041

#### QuikPark

175 West 12th Street  
(between 6th and 7th Avenues)  
New York, NY 10011  
646-336-6225

#### 222 West 14 Street Parking Corp.

222 West 14th Street  
(between 7th and 8th Avenues)  
New York, NY 10014  
212-242-6712

#### Fleur Garage

77 7th Avenue  
(between West 14th and 15th Streets)  
New York, NY 10011  
212-929-9533



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