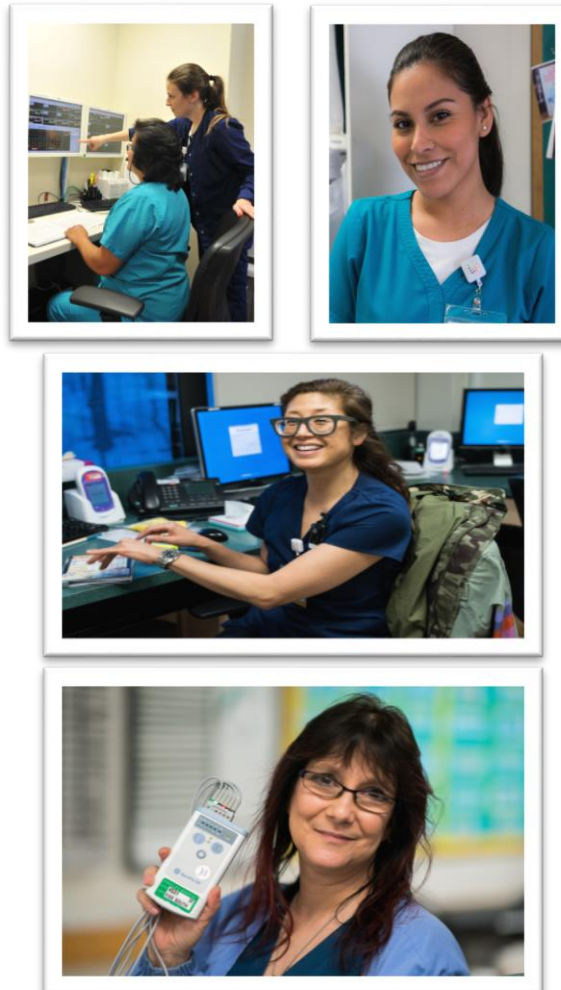


## Improving the Quality of Your Visit

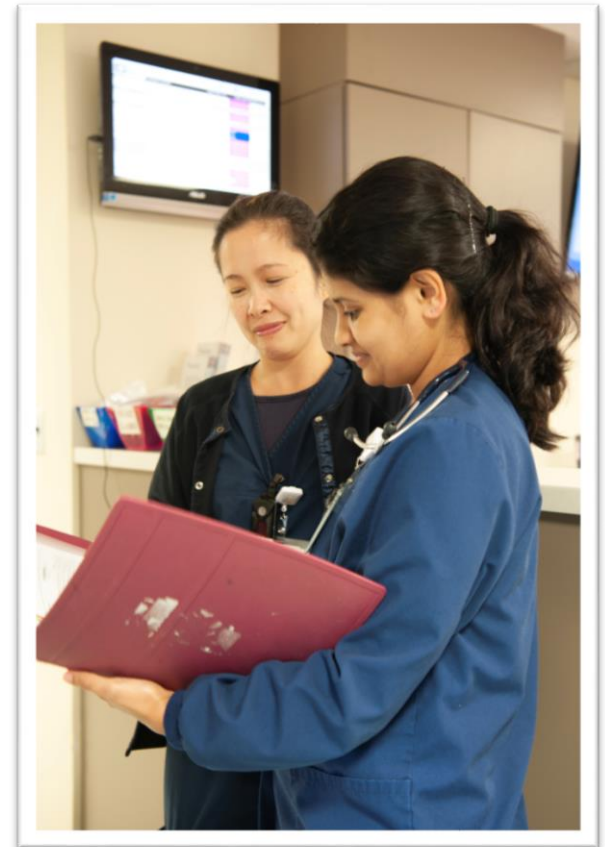
The professional staff at Phelps Hospital Northwell Health provides hourly rounding on the units to ensure that you receive the best possible care and attention during the duration of your stay.

## Meeting Some of the Staff



## Hourly Rounding

Making a difference in the  
Quality of your care



## What is Hourly Rounding?

It is our goal to make sure we meet all of your needs and make you feel safe. One of our team members will come to check on you every hour during the day and every two hours at night. They will be focusing on the Five P's to help improve your experience and ensure you receive safe, quality care.

### The Five P's:

During hourly rounding the Staff will be addressing **The Five P's**:

- Pain
- Personal Needs
- Position
- Plan of Care
- Possessions

## It starts with a Kind Word

Some phrases you might hear from our staff during hourly rounding are:

- *"Are you having any pain?"*
- *"Do you need to use the bathroom?"*
- *"Are your personal items within reach?"*
- *"Do you know what the plan for the day is?"*
- *"Did you need anything such as water, food, pillows, etc?"*
- *"Is there anything else I can do for you?"*

## Have Questions?

If at any point during your stay you have any questions or concerns please feel free to use your call bell. It is important to us that your needs are addressed in a timely manner.

### Contact Us

Phelps Hospital  
701 North Broadway  
914-366-3000

