The 2015 stickers are late this year, but we should have them next week. This year they will be a combination of the 2015 date and the flu sticker.

Thank you to all who attended the 2014 Ambassador Business Meeting and Holiday Party! Edgar Cullman and Sandy Myerson, our new Chief Patient Experience Officer, both spoke and many of you gave suggestions and reflections on the Ambassador Program. In 2015 we plan on having a short business meeting before our educational luncheons. Please let us know if you have suggestions for guest faculty.

As you know, the door renovation project has begun on Madison Avenue. As you are entering Guggenheim Pavilion the doors on your left are temporary. When the permanent doors on the right side are complete, a new and improved revolving door will be installed on the left side. This entrance is now scheduled for completion in February. The Fifth Avenue door project is scheduled to begin in early 2015 and will include a heated vestibule. Jason Curley, the project manager, is also investigating additional ways to provide heat at the entrances. In the interim, we have hand warmers and hot chocolate in the Cullman Institute!

Ambassador Tips:
Please be on the lookout for wheelchairs in your travels. They are often left behind by patients when they leave their appointment, and it is a big help to Transport if all of us help return them to the entrances. Some Ambassadors have even found them left outside the GP entrances.

The World Trade Center has temporarily relocated to the 3rd floor of 5 E.98th Street. They first relocated to CAM and recently moved to 5 E. 98th Street.

The Ambassador Program is dedicated to the Cullman Institute Mission of promoting a culture of patient-centered care that emphasizes service and compassion from the moment a patient enters the Hospital through discharge.

The Joseph F. Cullman Jr. Institute for Patient Care
One Gustave L. Levy Place
New York, NY 10029
212-659-9333 • ambassador@mountsinai.org

“Be at war with your vices, at peace with your neighbors, and let every new year find you a better man.”

Ben Franklin
Ambassador Domenico Grossi saw a paper by the Madison front entrance and when he picked it up he saw it was a check. We found out the check was made out to a Mount Sinai employee working in Klingenstein Pavilion, and Domenico delivered it to a very grateful staff member. Thank you Domenico and all Ambassadors who are aware of the environment and keep a watchful eye!

Ambassador Harriet Aufses assisted a patient who arrived at the Fifth Avenue entrance just knowing he was to have a test. Harriet escorted him to Radiology Associates where she found out he had an appointment at Radiology Associates in the Hess Building. Harriet escorted him on the long and winding walk to the Hess Building and waited until it was confirmed that he was in the right place. Thank you Harriet and all Ambassadors for going above and beyond to find out where our patients and families need to be.

AROUND MOUNT SINAI

A Mindfulness Mediation, Guided Imagery & Relaxation Practice Class is being offered 4 Thursdays in January. January 8, 15, 22 and 29 from 10:30AM—11:30AM in the Hess Building, 3rd floor, Resource Room. The group is open to patients, caregivers, staff and volunteers. You can attend one class or all. You will learn a variety of techniques to reduce stress, activate the body’s “relaxation response”, and alleviate anxiety. A good way to start the new year! See the flyers by the Ambassador sign-in book.