



## Ran Y. Rubinstein, MD

200 Stony Brook Court  
Newburgh, New York 12550

Welcome to the practice, which is owned by Ran Y. Rubinstein, MD.

**Your Surgeon/Physician:** We would like you to know that Dr. Rubinstein is board certified by the American Board of Facial Plastic Surgery, American Board of Otolaryngology-Head and Neck Surgery and a Fellow of the American Academy of Otolaryngic Allergy. After completing four years of medical school at Albert Einstein College of Medicine and five years of residency in otolaryngology/head and neck surgery at the University of Medicine and Dentistry at New Jersey, he went on to complete an intensive fellowship training in Facial Plastic Surgery at the University of South Florida in Tampa. Dr. Rubinstein's board certifications, his extensive experience, his commitment to the highest standards, and his role in university education assure you that you could not be in better, more caring hands when having facial plastic surgery. Dr. Rubinstein has been in practice since 1999 and is licensed in the State of New York. You may request his C.V. which we keep on file. Should you choose to have your surgery at this organization Dr. Rubinstein will be the only one performing your surgery.

**Your Anesthesia Provider:** Additionally, this organization utilizes Board Certified credentialed anesthesia providers, with many years of experience and training licensed in the State of New York.

**The Team:** Our team is made up of competent, individuals such as RNs licensed in New York that will assist in providing safe patient care.

**Should you have a problem:** Please be advised that if you have a grievance or concern the following mechanism exists: Ask for the grievance form from the receptionist. Or you may call the organization that oversees our compliance with standards of care The Joint Commission on Accreditation of Healthcare Organizations at 800-994-6610 or emailing [complaint@jcaho.org](mailto:complaint@jcaho.org) OR The Accreditation Association for Ambulatory Health Care, Inc at 847-853-6060.

**Make a suggestion:** If you have a suggestion, please place this in writing and hand to the receptionist or mail to the office.

**Play a part in your care:** We encourage all patients to be actively involved in their care, so please speak up and ask questions of anyone in this organization.

**Infection Control:** This practice educates staff upon hire and annually thereafter in hand hygiene and we follow the CDC guidelines for hand hygiene. We encourage staff to stay home when they are sick. We provide tissues and garbage cans throughout the facility and encourage everyone to cover their mouth when coughing or sneezing and then wash their hands. Should you have a procedure or surgery in this organization we want you to know that we value patient safety. Therefore you may hear us performing certain tasks or asking certain questions that may surprise you. Even though we may know you we will ask you identifying information such as your date of birth or your address besides asking you to tell us your name. We take a pause or a "time out" before we actually start your procedure to assure once again that we have everything that we need and the entire team is in agreement. Only the physician performing your procedure will mark your surgical site. This organization adheres to strict infection control measures before during and after your procedure including but not limited to: procedural technique, the environment of care, care of equipment and instruments, and education of all staff in the most up to date infection control measures.

**JOINT COMMISSION ONLY:** If anyone has concerns about patient care and safety in the organization, that the organization has not addressed, you are encouraged to contact the organization's management. If you feel the concerns were not resolved through the organization, you are encouraged to contact the Joint Commission by calling 800-994-6610 or emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

*Additionally, please be advised that this organization does not recognize Do Not Resuscitate orders or Living Wills.  
If you have any questions, please see the receptionist.*