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# Patient guide

Key information for your stay



## Your satisfaction

Our commitment to patient care

## Stay safe

Take charge of your care

## Before you leave

How to plan ahead for discharge

**Jersey City  
Medical Center**

**RWJBarnabas  
HEALTH**



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# JAG-ONE

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# Welcome

THANK YOU FOR TRUSTING US



**Thank you for choosing Jersey City Medical Center to meet your health care needs.**



## Contact us

355 Grand Street  
Jersey City, NJ 07302  
201-915-2000  
[rwjbh.org/jerseycity](http://rwjbh.org/jerseycity)



## Social media

Facebook: Jersey City Medical Center  
Twitter: @JCMedCenter  
Instagram: @JCMedCenter  
LinkedIn: Jersey City Medical Center



## Tell us what you think!

Please review your great experience with us. All you have to do is visit [rwjbh.org/jcmcreview](http://rwjbh.org/jcmcreview), log into your Google account and share with the internet how well you were treated here at Jersey City Medical Center.

## Welcome to Jersey City Medical Center.

On behalf of the Board of Trustees, physicians, employees and volunteers, I welcome you to Jersey City Medical Center, a facility of RWJBarnabas Health.

This patient guide has been prepared to help you understand our services and to make your stay at Jersey City Medical Center as pleasant as possible. This guide will explain everything from our admissions process and nursing care to accommodations and discharge needs. It also provides you and your family with information about visiting hours, your rights as a patient and our medical services.

At Jersey City Medical Center, we are dedicated to providing you with quality care and a superior patient experience during your stay. By taking pride and delivering excellence and care, every member of our team will work to make your stay as comfortable as possible.

If you have any concerns, please contact a member of the nursing staff or our patient advocate.

We hope this patient guide will serve as a valuable resource during your stay. Thank you for choosing Jersey City Medical Center as your trusted health care provider.

Sincerely,

**Michael Prilutsky**  
President and Chief Executive Officer  
Jersey City Medical Center

# Phone directory

CONTACT US DURING OR AFTER YOUR STAY



## KEY NUMBERS

<b>Main Hospital</b>	201-915-2000
<b>Admitting</b>	201-915-2050
<b>Billing and Insurance (Toll Free)</b>	877-221-7809
<b>Food and Nutrition Services</b>	201-915-2057
<b>Patient Advocate</b>	201-915-2041
<b>Patient Hospitality/Information Desk (Main Lobby)</b>	201-915-2508
<b>Security Department (Within Hospital)</b>	Dial 72045 (24/7)

## Learn more



For more information on the resources available at Jersey City Medical Center, visit [rwjbh.org/jerseycity](http://rwjbh.org/jerseycity).

# Honors and awards

## RECOGNIZED FOR EXCELLENCE

Jersey City Medical Center's steadfast commitment to improving the health of our communities is exemplified by the national awards and recognition we have received.

- + The American College of Surgeons has designated JCMC as a **Level II Trauma hospital**.
- + JCMC is rated **high performing** in heart failure and chronic obstructive pulmonary disease (COPD) by *U.S. News & World Report*.
- + In 2022, the hospital received the **Magnet Hospital designation** for nursing excellence for the fourth consecutive time.
- + JCMC has earned 2023 **Specialty Excellence Awards** and a **5-star recognition** from Healthgrades for Hip Fracture Treatment and the Treatment of Sepsis.
- + JCMC is an American College of Surgeons **Commission on Cancer (CoC)-accredited** site.
- + Jersey City Medical Center has been designated as an **LGBTQ Healthcare Equality leader** by the Human Rights Campaign (HRC) Foundation for consecutive years, 2014-2022.
- + JCMC was recognized by NICHE (Nurses Improving Care for Health System Elders) as a **Senior Friendly organization** for 2022-2023.
- + The Orthopedic Center at JCMC was re-designated in 2022 as a **DNV Healthcare Certified Hip & Knee Replacement Program**, validating the hospital's excellence across the spectrum of hip and knee replacement care, from diagnosis to treatment, rehabilitation, education and outcomes.
- + The hospital was re-certified in 2022 by DNV Healthcare as a **Primary Stroke Center**, affirming the hospital's readiness to handle a full range of stroke-related medical problems.
- + The hospital earned the American Heart Association (AHA)/American Stroke Association's **Get with the Guidelines®-Stroke Gold Plus Quality Achievement Award** and was also named by the AHA as a **Gold Fit-Friendly company** for its corporate culture of providing health and wellness.

# Our commitment to care

PATIENT EXPERIENCE MATTERS TO US



How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

## During your stay

Please speak with your nurse, the nursing director or clinical operations manager if you have any questions or concerns about your care. If your issue is still not resolved, please contact the patient advocate at 201-915-2041.

## How are we doing?



We want you to be satisfied with your care. To help, speak up if we can ...

- Respond quicker to your needs
- Explain things more clearly
- Help keep your room clean or quiet
- Ease your pain
- Help you understand your treatment plan



## Making a difficult health care decision?

Sometimes a health care choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 29).

Our Bioethics Committee can help your support team with making difficult decisions. For assistance, ask your nurse, doctor or social worker to consult with the Bioethics Committee.

## Our commitment to care continued



### After your stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- + doctor and nurse communication
- + medication education and discharge information
- + staff responsiveness
- + overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

### Want to know how we score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare - Care Compare, which uses HCAHPS results and other data: [medicare.gov/care-compare](https://www.medicare.gov/care-compare)

# Fast facts about your stay

YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS



## Cafe & market

Location: First floor, adjacent to the visitor waiting area

### Hours:

Monday to Friday: 7 a.m. to 7 p.m.

Weekends: 8 a.m. to 6 p.m.

### Features:

- + Starbucks offers coffee, tea and other specialty beverages.
- + Our Market offers salad, sandwiches and gourmet pastries.
- + The gift shop offers gifts, flowers, candy and snacks.

## Cafeteria

Location: First floor, off the main lobby

### Hours:

Monday to Friday: 7 a.m. to 2 p.m.

The sitting area is open 24 hours a day. Visitors are welcome to dine in the cafeteria.

### Vending machines

Snacks are available in vending machines located in the cafeteria. Healthy choice vending is also available on select patient units.

### Dietary needs

Our Food Services Department is able to provide many different types of foods. Please discuss with the dietary host who takes your order if you have any special dietary needs.

### Kosher food disclaimer

This institution serves pre-packaged and frozen food items that have been represented by the vendor to have been prepared and packaged under requirements for proper kosher handling. Such items may or may not be included in the following categories: meat, poultry, fish, eggs, flavors, filling and cremes, natural or health foods, wine and grape products, dairy products,

## Fast facts about your stay continued

pareve foods, shortening and oil, emulsifiers breads, rolls, challah, bagels, bialys, cakes, pastries, doughnuts. Items are served in their original packaging and not comingled with non-kosher food items.

For additional information regarding our kosher foods, please contact a representative from the Food Service Department at ext. 72057.

### Get Well InPatient

Get Well Inpatient is an enhanced television service that offers patients and families a user-friendly experience, including:

- + a welcome message
- + hospital information
- + health and safety videos (such as medication management, infection prevention, etc.)
- + message portal to connect with your care team
- + entertainment (cable TV, Hollywood movies, arcade games, internet access)

Patients can navigate the system using the Get Well pillow speaker, the wireless keyboard and/ or the mobile remote via the GetWellAnywhere app, which all provide shortcuts to the major features of the system.

If you have questions or need more information regarding Get Well Inpatient, please contact your nurse.

### Hearing needs

Jersey City Medical Center provides free auxiliary aids and services to patients who are hearing impaired or require the use of a sign language interpreter. Patients who communicate through sign language may be provided a qualified interpreter free of charge who will work with the patient and the health care team if requested.

If you have a special hearing need related to telephone equipment, please speak to your nurse. Accommodations can be made to amplify the sound or provide a TTY telecommunication keyboard.

### Interpreters

If you do not speak English or prefer to speak another language, JCMC utilizes MARTTI (My Accessible Real-Time Trusted Interpreter), which are tablets (like iPads) that provide 24/7 access to certified medical interpreters in more than 250 languages.

### Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital with you. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

## MyChart

Manage care for you and your loved ones from the convenience of your computer or mobile device, all from your account:



- + access labs, imaging, and pathology reports
- + view results of COVID-19 tests performed at RWJBarnabas Health facilities
- + schedule appointments with an RWJBarnabas Health primary care provider

## Parking

Paid parking is available for visitors. JCMC is an automated facility with no cashiers at the exit.

Handicapped parking is also available. We have valet parking for visitors, available during weekday visiting hours. Please pull into the circle.

Automated pay stations are located at the lobby of the main hospital and at the Medical Office Building (MOB). Please take your ticket with you and pay for your parking at the automated pay stations before leaving the hospital.

Please note: Parking is not permitted on Jersey Avenue until after 3 p.m., Monday through Friday.



## Pastoral care

Please call the patient advocate at 201-915-2041 to arrange for a spiritual/religious visit.

## Patient valuables and belongings

RWJBarnabas Health encourages all patient valuables and belongings be left at home or sent home with a friend or relative. Do not bring unnecessary and additional personal belongings or valuables to the hospital.

## Pictures and social media

Pictures and video may not be taken of another person without his or her expressed written permission while on hospital property. This includes taking pictures of those being treated, other patients, visitors, those waiting for appointments and members of the hospital staff. Please contact hospital security at 201-915-2045 if you have concerns about someone taking pictures or video using a camera or video recording device, including a camera phone.

Posting patients' information on any form of social media (including websites, Facebook, Twitter and similar networks) is also not permitted and is considered a violation of patient confidentiality.

## Fast facts about your stay continued

### Smoking

Smoking and/or the use of any tobacco products, including e-cigarettes or vaporizers, is not permitted anywhere in the hospital or on hospital grounds.

### Wi-Fi/internet access

The hospital offers free public wireless internet access on the BHGUEST network. The password is **bhwifi!!**.

### Visiting hours

To provide quality care and privacy to our patients and to foster a healing environment, Jersey City Medical Center supports open visitation and only specific areas have visitor hours.

Jersey City Medical Center reserves the right to make changes to its visiting guidelines at any

time. In circumstances when visitation is restricted or modified, signage will be posted at the hospital and updated guidelines will appear on our website. Please visit [rwjbh.org/jerseycity](http://rwjbh.org/jerseycity) for the most current restrictions or questions regarding visitation.

### Visitor guidelines

All visitors must be issued a color-coded pass, which is provided at the Hospitality Desk located in the main hospital lobby.

To obtain the mandatory visitor color-coded pass, a visitor may be asked to present a valid driver's license or valid state or county photo identification.

International visitors may present a valid passport, valid driver's license or green card.

### Retail pharmacy



Location: Main lobby

Hours:

Monday through Friday: 9 a.m. to 7 p.m.

Closed weekends

For your convenience, Jersey City Medical Center offers an on-site retail pharmacy staffed with highly trained registered pharmacists who are dedicated to providing quality, cost-effective services to meet all of your medication needs. The pharmacy is open to inpatients, outpatients and community members. Through our e-prescribe system, your doctor can securely transmit your prescription(s) to our pharmacy prior to you leaving the medical center, saving you a stop on the way home. To reach the pharmacy, call 201-915-2166.

# Take charge of your care

SPECIAL FEATURE

## Speak up

Ask questions and voice concerns. It's your body and you have the right to know.

## Pay attention

Always double-check that you are getting the right treatments and medicines from the right hospital staff.

## Educate yourself

Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

## Find a support person

Pick someone to help speak up for your care and needs during your stay.

## Know your medicines

Understand what your medicines treat, why you need them and how to take them for the best results.

## Check before you go

Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards. Go to [qualitycheck.org](http://qualitycheck.org) to learn more.

## Participate in your care

You are the center of your health care team. Make sure you know what's happening every step of the way—from admission through discharge.



## Ask yourself

Is there anything the hospital should be aware of to improve my care experience? To help, share your answers to these questions with hospital staff:

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your health care wishes?

Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

# Protect your health

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



## Remember!

Don't forget to tell the staff who you've picked to be your support person.

## Choose a support person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your health care advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

### A support person can:

- + ask questions you might not think of and write down information
- + double-check your medicines and treatments
- + watch for signs your condition is getting worse and ask for help



## Name check

Always double-check your name with staff to avoid errors.

## Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients.

### To prevent errors in your care:

- + Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- + Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care. In addition, checking armbands is for the safety of our patients.

# Pay attention to your care

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## You can play an active role in your care with these tips:

- + Tell your nurse if something doesn't seem right.
- + Know what time you normally get medicine, and tell your nurse if you don't get it.
- + Request drawings or illustrations to help you learn about your condition.
- + Read and understand all medical forms before signing. Ask if you need information explained.
- + If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- + Don't be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- + Talk to your doctor and family about whether you want life-saving actions taken.



## You are key

You are the most important member of your health care team.

- Understand your treatment
- Ask questions
- Speak up about pain
- Know your medicines
- Plan early for a successful discharge

## And remember, take charge of your communication



**Ask about jargon:** If you hear a medical term you don't understand, ask what it means.

**Teach back:** After you get instructions or an explanation, repeat back what you thought you heard, so you can double-check that you understood.

**Take notes:** Write down any key facts your doctor tells you so you won't forget.

# Don't ignore pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



No one knows how much pain you are in but you. Talk to your doctor and nurse when you feel pain, or if it comes back again after it goes away.

## Ask yourself, then share with your nurse.

- + Where does it hurt?
- + When does it hurt?
- + Does it keep you from doing things—like sleeping, dressing, eating?



## You're the expert on your pain

Is your pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

## Which words describe your pain?

- |   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> aching         | <input type="checkbox"/> pressure  |
| <input type="checkbox"/> bloating       | <input type="checkbox"/> pulling   |
| <input type="checkbox"/> burning        | <input type="checkbox"/> radiating |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> searing   |
| <input type="checkbox"/> constant       | <input type="checkbox"/> sharp     |
| <input type="checkbox"/> cramping       | <input type="checkbox"/> shooting  |
| <input type="checkbox"/> cutting        | <input type="checkbox"/> soreness  |
| <input type="checkbox"/> dull           | <input type="checkbox"/> stabbing  |
| <input type="checkbox"/> numbing        | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> pressing       | <input type="checkbox"/> tightness |

## How bad is it on this pain scale?

Patients will be asked to rate their pain on a scale from zero to 10, with zero meaning no pain and 10 meaning the worst possible pain.

### Wong-Baker FACES® Pain Rating Scale



0  
No  
Hurt



2  
Hurts  
Little Bit



4  
Hurts  
Little More



6  
Hurts  
Even More



8  
Hurts  
Whole Lot



10  
Hurts  
Worst

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# Stay safe

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

## Prepare for surgery

**Before your procedure, make sure you and your surgical staff confirm:**

- + your name.
- + the type of surgery you are having.
- + the body part to be operated on—in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

## Prevent falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet.

### To keep yourself safe:

- + Use the nurse call button for help getting out of bed.
- + Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- + Wear nonslip socks or footwear.
- + Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- + Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.



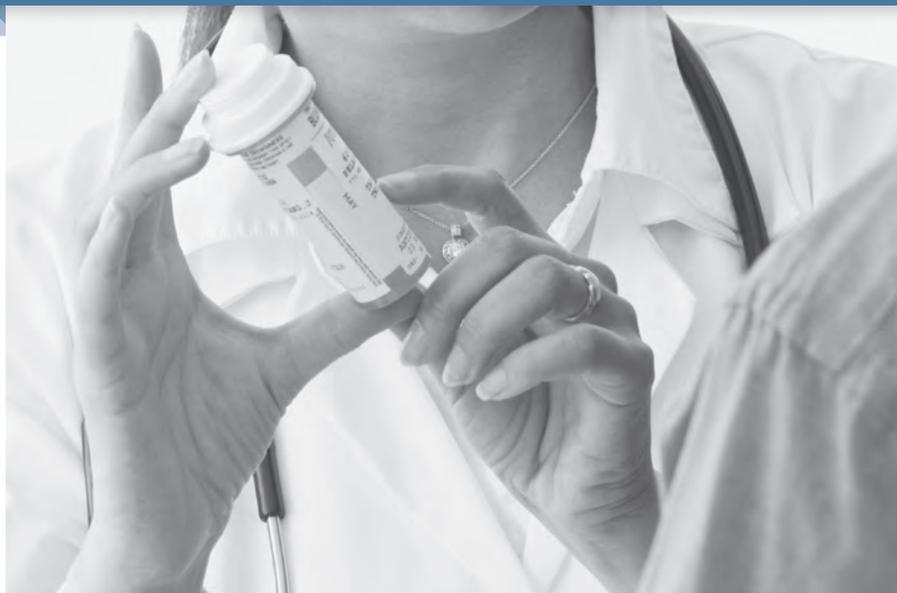
### Surgery reminder

Ask your surgeon to take a "time out" to check:

- you're the right person
- getting the right surgery
- on the right body part

# Manage your medicines

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



## Prevent medicine errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine. (Hospital staff may scan your ID bracelet to double-check.)

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- + What is the name of my medicine?  
Generic name?
- + Why am I taking it? How will it help?  
When will it start working?
- + What dose? How often? How long?
- + What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- + What are possible side effects?  
What do I do if they happen?
- + Are there any foods, drinks or activities to avoid?
- + What do I do if I miss a dose?

# 5 ways to fight infections

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

## 1. Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom

**2. Ask hospital staff members to clean their hands.** This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

**3. Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Clean hands promptly after throwing away tissues. Ask the staff if there is anything else you should do—like wear a procedural mask—to prevent the spread of germs.

**4. Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

**5. Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



### Cleaning tip

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).



### For visitors

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

# Rapid Response Team

SPECIAL SUPPORT TO PREVENT EMERGENCIES



## How to call Rapid Response

### Step 1:

Contact your nurse or dial \*\*\*111 on the bedside phone.

### Step 2:

Tell the operator:

- your name
- room number
- patient's name
- your concern

### Step 3:

The Rapid Response Team will be sent to your room.

During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

## When to call the Rapid Response Team:

### If you notice:

- + change in heart rate or blood pressure
- + change in respiratory (breathing) rate or oxygen levels
- + very low urine output
- + change in mental status or level of consciousness
- + any change in the patient's condition that needs immediate attention and the health care team is not responding, or if you continue to have serious concerns after speaking with the health care team.

Remember, it's also okay to call any time you are worried something might be wrong.

# Patient rights

## YOU HAVE THE RIGHT TO THE BEST CARE

As a patient of RWJBarnabas Health, we wish to inform you of your legal rights as follows, prior to providing or discontinuing your care.

### Medical care

- + To receive the care and health services that the hospital is required by law to provide.
- + To receive an understandable explanation from your physician of your complete medical condition, recommended treatment, expected results, risks involved and reasonable medical alternatives. If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given to your next of kin or guardian.
- + To give informed, written consent prior to the start of specified, non-emergency medical procedures or treatments. Your physician should explain to you—in words you understand—specific details about the recommended procedure or treatment, and risks involved, time required for recovery and any reasonable medical alternatives.
- + To make informed decisions regarding the course of care and treatment, including resolving dilemmas about care decisions, formulating advance directives, and having hospital staff and practitioners who provide care in the hospital comply with these directives, withholding resuscitative services, forgoing or withdrawing life-sustaining treatment, care at the end of life, and managing pain effectively.
- + To participate in the development and implementation of your plan of care.



### Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor, the nursing director or clinical operations manager. If you feel that your issue is not getting resolved, please contact the patient advocate at 201-915-2041.

- + To receive information about pain and pain relief measures and to expect quick response to reports of pain.
- + To refuse medication and treatment after possible consequences of this decision have been made clear to you, unless the situation is life threatening or the procedure is required by law.
- + To be included in experimental research only if you give informed, written consent. You have the right to refuse to participate.

### Communication and information

- + To have a family member or representative notified promptly of your admission to the hospital.
- + To be informed of the names and functions of all health care professionals providing you with personal care.
- + To receive, as soon as possible, the services of a translator or interpreter if you need one to help you communicate with the hospital's health care personnel.
- + To be informed of the names and functions of any outside health care and educational institutions involved in your treatment. You may refuse to allow their participation.

- + To receive, upon request, the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life support mechanisms.
- + To be advised in writing of the hospital's rules regarding the conduct of patients and visitors.
- + To receive a summary of your patient rights that includes the name and phone number of the hospital staff member who you can ask questions or complain to about any possible violation of your rights.

### Medical records

- + To the confidentiality of your clinical record.
- + To have prompt access to the information in your medical record. If your physician feels this information is detrimental to your health, your next of kin or guardian has a right to see your records.
- + To obtain a copy of your medical record, at a reasonable fee, within 30 days after a written request to the hospital.

### Cost of hospital care

- + To receive a copy of the hospital payment rates. If you request an itemized bill, the hospital must provide one and explain any questions you may have.

- + To appeal any charges.
- + To be informed by the hospital if part or all of your bill will not be covered by insurance. The hospital is required to help you obtain any public assistance and private health care benefits to which you may be entitled.

### Discharge planning

- + To receive information and assistance from your attending physician and other health care providers if you need to arrange for continuing health care after your discharge from the hospital.
- + To receive sufficient time before discharge to arrange for continuing health care needs. To be informed by the hospital about any special appeal process to which you are entitled by law if you disagree with the hospital's discharge plan.

### Transfers

- + To be transferred to another facility only when you or your family has made the request, or instances where the transferring hospital is unable to provide you with the care you need.
- + To receive an advance explanation from a physician of the reasons for your transfer and possible alternatives.

### Personal needs

- + To be treated with courtesy, consideration and respect for your dignity, individuality and personal privacy.

- + To express your spiritual beliefs and cultural practices as long as they do not harm others or interfere with treatment.
- + To have access to storage space in your room for your private use. The hospital must also have a system to safeguard your personal property.
- + To receive care in a safe setting.

### Freedom from abuse and restraints

- + To be free from all forms of abuse or harassment.
- + To be free from restraints and seclusion that is not medically necessary or if these are used for coercion, discipline, convenience or retaliation.
- + Chemical or physical restraints that are imposed to protect the safety of you or others will be instituted only after less restrictive measures have been found to be ineffective and must be authorized by a physician and utilized only for a limited period of time.

### Patient visitation rights

- + To receive visitors whom you (or your support person) designate, including, but not limited to, a spouse, a domestic partner, another family member or a friend.
- + To withdraw or deny visiting privileges to those individuals at any time.

- + To be informed whenever the hospital must limit or suspend visiting privileges for clinical purposes.

### Legal rights

- + To not be discriminated against regardless of your age, color, race, religion, national origin, sex, sexual preference, sexual orientation, gender identity, gender expression, genetic predisposition, handicap or disability, marital status, pregnancy status, ability to pay, source of payment or services in the United States Armed Forces.
- + To exercise all your constitutional, civil and legal rights.
- + To contract directly with a New Jersey-licensed registered professional nurse of your own choosing for private professional nursing care during your hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures in regard to treatment protocols, policies and procedures so long as these requirements are the same for private duty and regularly employed nurses. The hospital, upon request, shall provide the patient or designee with a list of local non-profit professional nurses association registries that refer nurses for private professional nursing care.

### Questions and complaints

- + To present questions or grievances to a designated hospital staff member and to receive a response and explanation of resolution in a reasonable period of time. The hospital must provide you with the address and telephone number of the New Jersey Department of Health agency that handles questions and complaints. You may contact them regardless of whether or not you first used the hospital's grievance process.

- **State of New Jersey Department of Health**  
Division of Health Facilities  
Evaluation and Licensing  
800-792-9770
- **DNV Healthcare**  
[dnvhealthcareportal.com/  
patient-complaint-report](http://dnvhealthcareportal.com/patient-complaint-report)  
Phone: 866-496-9647  
Fax: 513-947-1250
- **Livanta**  
State quality improvement  
organization  
866-815-5440

# Patient responsibilities

## YOUR ROLE IN YOUR CARE

### Your responsibilities as a patient

Health care is a partnership between the care team and the patient. As a patient you need to do the following:

- + Provide, to the best of your knowledge, accurate and complete information about the condition of your health. This includes past illnesses, hospitalizations, medications (prescriptions, herbal remedies, supplements, etc.) and what your wishes are regarding your care.
- + It is expected that you will not take drugs that have not been prescribed for you and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay and or visit.
- + Assume responsibility for your personal belongings that you choose to keep with you.
- + Ask questions when you do not understand.
- + Tell us when you are in pain or if your pain treatment is not working.
- + Follow instructions and follow the plan for your care.
- + Tell us about any problems you may have about following your care plan or course of treatment.
- + Maximize healthy habits, such as exercising, not smoking and eating a healthy diet.
- + Follow hospital rules and regulations concerning patient care, conduct, visitation and safety.
- + If you have questions or problems concerning your care, speak with your physician, nurse or other staff member before you leave.
- + Be considerate of others. Respect their rights to privacy, observe smoking and visitor rules, and help create a healing environment by controlling noise and using your telephone (if permitted), television and lights in a courteous manner.
- + Meet financial obligations. Understand your insurance coverage and options. Provide accurate information about your health insurance and personal identification for billing purposes.

# Notice of nondiscrimination

WE'RE HERE TO HELP YOU

Jersey City Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and gender identity). Jersey City Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and gender identity).

Jersey City Medical Center:

- + Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats and other formats)
- + Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the patient advocate at 201-915-2041.

If you believe that Jersey City Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and gender identity), you can file a grievance with: RWJBH

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Chief Compliance Officer, 800-780-1140. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the RWJBH Chief Compliance Officer or another staff member designated by such Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or email at:

Centralized Case Management Operations  
U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

Complaint forms are available at <https://hhs.gov/ocr/complaints/index.html>.

## English

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-844-465-9474.

## Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-465-9474.

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-465-9474。

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-465-9474 번으로 전화해 주십시오.

## Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-465-9474.

## Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-465-9474.

## Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-465-9474.

## Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-465-9474.

## Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-465-9474

## Tagalog – Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-465-9474.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-465-9474.

## Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-465-9474.

## Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-465-9474 पर कॉल करें।

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-465-9474.

## French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-465-9474.

## Urdu

ملاحظہ: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-844-465-9474

## Notice of nondiscrimination continued

### Zero tolerance and anti-discrimination policy

When a patient requests or refuses care or another service because of a Personal Characteristic of an RWJBH Workforce Member, this is considered discrimination.

Patients, as well as their family members, representatives and visitors, are expected to recognize and respect the rights of our other patients, visitors and RWJBH Workforce Members. Discrimination, verbal threats, threats of violence, disrespectful communication and/or harassment of other patients or of any RWJBH Workforce Member for reasons related to race, color, age, culture, disability (physical or intellectual), ethnicity, gender, gender identity or expression, language, military/veteran status, sex, national origin, religion or sexual orientation will not be tolerated.

RWJBH will not accommodate requests for refusal by a patient of the services of RWJBH Workforce Members based on a Personal Characteristic of a RWJBH Workforce Member, except in the limited situation where the patient (or other individual on the patient's behalf) requests that an accommodation based only on gender is necessary to protect a patient's religious or cultural beliefs ("Accommodation Exception"). When an Accommodation Exception is requested, RWJBH will evaluate the request on an individual basis and may accommodate or refuse to accommodate such request.

While the RWJBH facility will make every effort to resolve a concern of a patient regarding a RWJBH Workforce Member arising from a Personal Characteristic, refusal by a patient to accept care due to such a Personal Characteristic may result in the hospital facilitating the transfer of the patient to a different hospital.



# Your privacy matters

## PRIVACY AND HEALTH INFORMATION

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

### Who must follow this law?

- + Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers and their vendors
- + Health insurance companies, HMOs and most employer group health plans
- + Certain government programs that pay for health care, such as Medicare and Medicaid

### What information is protected?

- + Information your doctors, nurses and other health care providers put in your medical records
- + Conversations your doctor has with nurses and others regarding your care or treatment
- + Information about you in your health insurer's computer system
- + Billing information about you at your clinic
- + Most other health information about you held by those who must follow this law

### What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- + Ask to see and get a copy of your health records
- + Have corrections added to your health information



#### Right to complain

If you believe your rights and/or privacy is not being protected, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

## Your privacy matters continued



- + Receive a notice that tells you how your health information may be used and shared
- + Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- + Get a report on when and why your health information was shared for certain purposes
- + Request that those who follow this law restrict how they use or share your health information
- + File a complaint



### Medical records

Contact 201-915-2151 for copies of medical records.



### Laws for alcohol and drug treatment

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit [www.samhsa.gov](http://www.samhsa.gov).

### What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:

- + For your treatment and care coordination
- + To pay doctors and hospitals for your health care and help run their businesses
- + With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- + To make sure doctors give good care and nursing homes are clean and safe
- + To protect the public's health, such as by reporting when the flu is in your area
- + To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- + Give your health information to your employer
- + Use or share your health information for marketing or advertising purposes
- + Share private notes about your mental health counseling sessions

Source: U.S. Department of Health & Human Services, Office for Civil Rights

# Advance directives

## A SIMPLE AND SMART WAY TO TAKE CHARGE OF YOUR CARE

One of the most important decisions you can make about your care is to fill out an advance directive in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

### Living will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

### Durable power of attorney for health care

This is a legal document that names your health care proxy—someone who can make medical decisions for you if you're unable to do so. An official health care proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

### POLST (Practitioner Orders for Life-Sustaining Treatment)

This form is completed jointly with a physician or advanced practice nurse and conveys your wishes for end-of-life medical care. It is an actual medical order that becomes part of your medical record.



### Fill out your forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need Advance Directive Forms, contact the Patient Advocate. If you have a question or disagreement about your health care wishes, ask your nurse or social worker to contact the Bioethics Committee.



### Choose your care

Fill out advance directives, so your wishes are met and your loved ones are sure of what you want.

# Before you leave the hospital

SPECIAL FEATURE



## A successful recovery starts with a solid plan before you go.

Reduce your chances of complications and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

### To begin, review the following with your nurse:

- + your discharge summary and discharge plan
- + your complete medicine list and instructions
- + your upcoming appointments
- + what to do if you don't feel well

### A reason to plan early



If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to [www.medicare.gov/care-compare](http://www.medicare.gov/care-compare).

# Checklist for discharge

SPECIAL FEATURE: BEFORE YOU LEAVE THE HOSPITAL

Make sure you have the following information before you leave the hospital.

- Discharge summary**—This includes why you were at the hospital, who cared for you, your procedures and medicines.
- Medicine list**—This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- Prescriptions**—Check that your pharmacy has your new prescriptions and you have a plan to get them filled.
- Follow-up care instructions**—Beyond medicine, these can include:
  - foods or activities to avoid
  - tests or appointments
  - how to care for incisions or use equipment
  - warning signs to watch for
  - daily living adjustments (like how to get into bed)
  - who to call with questions
- After-hospital services**—Know how much support you'll need in these areas:
  - Personal care: bathing, eating, dressing, toileting
  - Home care: cooking, cleaning, laundry, shopping
  - Health care: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
- Local resources**—Ask your discharge planner for help finding local support groups or other after-care services.



## Not ready to leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



## Teach-back method

Your nurses will use the teach-back method with you. They will ask you to repeat back what you hear to make sure you understand the details.

# After-hospital care

## QUICK GUIDE TO RECOVERY OPTIONS FOR AFTER YOUR STAY

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

**Home care**—Care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and health care services such as home infusion, physical therapy or skilled nursing.

**Independent living**—Communities with individual, private apartments or homes. Can include: meals, housekeeping, maintenance, social activities and possibly transportation. Health care services like skilled nursing usually are not standard.

**Assisted living**—Individual units or apartments, usually in a long-term care facility. Can include: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Staff is on-site 24 hours.

**Nursing home**—Long-term care facility for those who don't need

a hospital, but can't be cared for at home. Can include: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

**Hospice**—Care program that provides support for terminally ill patients and families in hospitals, facilities or private homes. Can include: 24-hour help with pain control, symptom management and emotional or spiritual support.

**To get started evaluating or finding after-hospital care resources in your area, visit:**

- + Eldercare Locator  
[eldercare.acl.gov](http://eldercare.acl.gov)
- + National Respite Network and Resource Center  
[archrespite.org](http://archrespite.org)

You also can talk to your case manager or social worker for help finding the right after-hospital care.

### Check your coverage



Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.

# Understanding your bill

## WHAT YOU NEED TO KNOW

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. **You'll receive bills for doctors, surgeons and specialists separately from the hospital.**



### Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

#### **Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:**

- + the amount your doctor(s) charged
- + the amount Medicare approved and paid
- + the amount you owe
- + your current deductible status

If you have questions, call the customer service number listed on your statement.



#### **Keep track**

One of the key ways to feel informed and less overwhelmed about the billing process is to stay organized. Keep all statements and bills together and review each one as it arrives.



#### **Need help?**

If you don't understand something on your bill, or if you're having trouble paying your bills, please contact the Business Office at 877-221-7809.

### Commonly confused terms



**Deductible:** The amount you owe each year before your insurance begins making payments.

**Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.

**Coinurance:** The portion of your medical expenses that you're personally responsible for paying.

## Understanding your bill continued

### Commercial insurance providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill.

#### EOBs show:

- + the amount billed by your doctor or hospital
- + how much of that cost is covered by your insurance
- + how much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

### Self-pay patients and payment arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. Self-pay patients have the right to receive a "good faith" estimate before a planned hospital stay. To learn more, visit [cms.gov/nosurprises](https://www.cms.gov/nosurprises).

When the first bill arrives, call the hospital's financial services department to set up a payment plan. Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

### Understanding coordination of benefits (COB)



COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. Your insurance providers follow guidelines to choose who pays first. Check with your insurance provider about their rules for COBs, primary payers and forms to fill out.

# Financial Assistance Policy

LEARN WHO IS ELIGIBLE AND HOW TO APPLY

## Purpose statement

To ensure that all eligible patients receive emergency and other medically necessary health care services provided at partially or fully discounted rates.

## Financial Assistance Policy – Plain Language Summary

The Barnabas Health Financial Assistance Policy (“FAP”) exists to provide eligible patients partially or fully discounted emergent or medically necessary health care. Patients, or the financially responsible individual, seeking financial assistance must complete an application for financial assistance, which is summarized below.

## Eligible patients/services

The following are brief descriptions of eligible patients and services. Eligible services will include all emergency and medically necessary health care services provided by Barnabas Health with some exceptions by department as noted in the full policy. Eligible patients include all patients who submit a financial assistance application (including required documentation) who are determined to be eligible for financial assistance.

## How to apply

1. The FAP, FAP Plain Language Summary and Financial Assistance applications can be obtained on our website:

[rwjbh.org/billing/financial-resources](http://rwjbh.org/billing/financial-resources).

2. Request a copy at any point of registration within the hospital campus.
3. Contact customer service at 877-221-7809. The application may be submitted in person or via mail. You may also contact the hospital directly as noted below.

Jersey City Medical Center:  
201-915-2000

## Determination of eligibility

Generally, patients are eligible for financial assistance through Barnabas Health based on their income level as it relates to the Federal Poverty Levels.

- + Family income of 300% or less of the Federal Poverty level – Full Financial Assistance, \$0 billable.
- + Family income of 300% to 500% of Federal Poverty level – Lesser of 115% of Medicare or AGB is maximum billable.

The FAP, FAP application and FAP Plain Language Summary are also translated into other languages based on residents of the community served by the hospital who represent 5% or 1,000, whichever is less, of the population of individuals likely to be affected or encountered by the Hospital. Translated versions are available as noted under “How to apply.”

# TeleMed

## URGENT CARE ONLINE

RWJBarnabas Health TeleMed is a convenient, low-cost option for urgent medical care services, available 24/7/365, through your smart phone, tablet or computer. TeleMed is:

- + **Convenient**—Doctors are available 24/7/365, no appointments, no long wait times.
- + **Flexible**—Read doctor profiles and patient reviews, and select the doctor who fits your needs.
- + **Easy**—Connect to the doctor of your choice via video.
- + **Private**—Compliant with the Health Insurance Portability and Accountability Act (HIPAA).
- + **Quality**—Doctors can diagnose, treat and prescribe medication when appropriate.

### Access high quality care for:

- + cold/flu
- + fever
- + minor rash
- + earache
- + sinusitis
- + migraine
- + allergies
- + pink eye
- + other ailments

### You can use this service at home when:

- + your doctor's office is closed
- + you can't get an appointment
- + you feel too sick to leave the house
- + you need urgent care
- + you are sick while traveling

### Who are the doctors?

Urgent care medical services for RWJBarnabas Health TeleMed are provided by U.S. board-certified, licensed doctors who average 15 years in urgent care, emergency, family or primary care medicine, and who have been trained in telehealth.

*\*RWJBarnabas Health TeleMed does not replace your relationship with your primary care doctor.*

### It's easy to enroll, and it's free!

1. Download the iOS or Android mobile app (search "RWJBarnabas Health TeleMed" in the App Store or Google Play) or visit [rwjbh.org/patientportal](http://rwjbh.org/patientportal).
2. Create an account now; don't wait until you are sick.

# Online patient resources

## ACCESS YOUR PERSONAL HEALTH RECORD ONLINE

In addition to the traditional means by which you can request and obtain paper copies of your medical record files, RWJBarnabas Health also partners with vendors like Epic MyChart and Apple Health to offer you safe, secure access to your medical records online from the convenience of your smartphone or compatible device.

### RWJBH MyChart

RWJBH MyChart is a patient portal hosted by Epic that gives you access to your personal health records online, all in one place.

MyChart is an easy-to-use platform that enables you to participate in your health care and communicate with your providers online.

With MyChart, you can view your health history, schedule appointments and check in online.

You can view your medications and request prescription renewals, access lab and test results and even pay your bill online.

You can also use MyChart to connect with your RWJBarnabas Health care team members, even if you have been seen by more than one provider.

To download the MyChart App, use your smartphone camera to hover over this QR code and sign up today:



RWJBarnabas Health is committed to making your experience as convenient and user-friendly as possible. For support with MyChart, contact our 24/7 Help Desk at 1-833-764-3570 or email [MyChart-Support@rwjbh.org](mailto:MyChart-Support@rwjbh.org).

*NOTE: Some RWJBarnabas Health providers and facilities are not yet live on MyChart. If you cannot locate a provider in MyChart, please contact the provider directly.*

### Apple Health

RWJBarnabas Health supports health records in the Health app on Apple iPhones, available to patients with an iPhone running iOS 11.3 or later.

Setup is simple. Getting your health records from RWJBarnabas Health into your iPhone is as easy as going to the Health Records section of the Health app, searching for our institution, and then logging in with the username and password you normally use to access your patient portal account at our institution. (If you don't already have a username and password, you can create an account by visiting [rwjbh.org/patients-visitors/patient-portal/mychart](http://rwjbh.org/patients-visitors/patient-portal/mychart)).

After you log in once, your health records will start to appear in the Health app, and you will be notified when new records are ready to view.

Your health record data is kept secure; it is encrypted and protected with the passcode on your iPhone.

# Giving back

HELP US HELP OTHERS



## Organ and tissue donation

One donor can change the lives of up to 75 individuals. A federal law now requires hospitals to perform specific blood tests for all patients who may be a candidate for organ or tissue donation in the future as part of their routine care. If you have chosen to be an organ donor on your driver's license, your wishes will be honored. For more information about organ donation, or to obtain an organ donor card, contact the New Jersey Organ and Tissue Sharing Network at 800-SHARE-NJ, or speak to a nurse or doctor.

Jersey City Medical Center is committed to providing quality health care. You can give back and help others by making a contribution to the Jersey City Medical Center Foundation. Your gift helps us enhance our services, programs and facilities to provide better care for our community.

The Jersey City Medical Center Foundation raises philanthropic funds to support the hospital. Contributions may also help pay for capital equipment, community health services, special projects and much more.

## Make your gift today

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You may also remember Jersey City Medical Center in your will and through life insurance, among other gift options.

For more information, contact:

### **Jersey City Medical Center Foundation**

350 Montgomery Street  
Jersey City, NJ 07302  
201-395-7570  
[jcmedicalcentergiving.org](http://jcmedicalcentergiving.org)

Thank you in advance for your gift.

## Become a volunteer

Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families, including delivering mail and flowers, operating the gift shop and escorting patients. For more information, call 201-915-2006.

# The DAISY Award

NOMINATE AN EXTRAORDINARY NURSE



The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Jersey City Medical Center is proud to be a DAISY Award Hospital Partner, recognizing one of our nurses with this special honor every month or quarter.

Find out more about the program and the growing list of Hospital Partners by visiting [DAISYfoundation.org](https://www.daisyfoundation.org).

## DAISY Award nomination criteria

### Qualifications/eligibility

Nominees must:

- + be any registered nurse who is employed by JCMC and currently functions in a clinical setting
- + obtain an excellent performance evaluation by their nurse supervisor

The DAISY criteria incorporate the Institute of Medicine's six aims of safety, patient-centeredness, effectiveness, efficiency, timeliness and equity. These aims have been



### How to nominate an extraordinary nurse

Patients, visitors, nurses, physicians and employees may nominate a deserving nurse. Just scan the below QR code via smartphone or tablet or visit [surveymonkey.com/r/SMLNC9Z](https://www.surveymonkey.com/r/SMLNC9Z) to be directed to The Daisy Award Survey. The winner will be voted by the Satisfaction & Engagement Council.



## The DAISY Award continued

embraced by Jersey City Medical Center to ensure the best care possible.

**Nominees must exemplify at least one of the following criteria:**

- + demonstrates the importance of communication in the delivery of quality and safe patient care as evident by working in conjunction with the multidisciplinary team in providing quality, safe patient care
- + demonstrates commitment to the development and implementation of organizational goals, priorities and strategies as evident by committee, council or initiative involvement
- + demonstrates excellence in the delivery of individualized patient care
- + delivers quality and safe patient care guided by policies, procedures and standards
- + implements current evidence-based practice by developing policy, educational material for patients, families and/or co-workers
- + promotes, designs, develops and implements patient safety and quality initiatives or programs that increase safety and quality care—such as reduction in nosocomial wounds, falls or failure to rescue— maintaining 95% or higher compliance in core measures
- + initiates or participates in research with outcomes related to patient safety and quality
- + promotes safety and quality patient care by contributing to committees at the local, state and/or national level



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