



THE BRISTOL-MYERS SQUIBB CHILDREN'S HOSPITAL  
at Robert Wood Johnson University Hospital

[www.bmsch.org](http://www.bmsch.org) • 732-828-3000

FOR THE PARENT  
**YOUR ROLE**  
*while your child is hospitalized*

REMEMBER TO  
**SPEAK UP!**  
*Ask questions  
and voice concerns.*

**STAY SAFE**

- *Fight Infections*
- *Prevent Falls*

PHONE  
DIRECTORY  
INSIDE



**BEST**  
CHILDREN'S  
HOSPITALS

A WORLD REPORT  
**U.S. News**

UROLOGY  
2017-18

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Patient Guide

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## **Family-Centered Care**

*Preparing for your child's hospital stay*



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## **Speak Up**

*Take charge of your child's care*



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# Welcome to The Bristol-Myers Squibb Children's Hospital

Welcome to The Bristol-Myers Squibb Children's Hospital at Robert Wood Johnson University Hospital. We have been providing the very best, highest quality care for the children and families of New Jersey and beyond for over a decade.

We understand a child's hospitalization is stressful and worrisome, not only for our young patients, but also for family members and caregivers. We also know that dealing with a hospital visit is made a little easier when patients and families know what to expect and feel prepared for what is to come.

We encourage patients and families to use this guide as a resource during their stay. It provides important information about our facilities, hospital policies and the healthcare team members who may be involved in the patient's care throughout the journey.

## Mission Statement

To improve the health, well-being, safety and security of the patients and communities we serve through the highest quality care, community outreach, scientific research and education of health-care professionals.



## Family-Centered Care

At BMSCH, we maintain and emphasize a family-centered care approach.

This means we place a strong focus on treating the child, and family as one. Family plays a valuable role in each patient's care and treatment, and the support and attention that patients receive from family is essential during hospitalization.

We want family members to participate as active members of each child's healthcare team, so we are continually implementing new initiatives aimed at providing

opportunities for caregivers to play a role in the patient's treatment plan, like:

### Bedside Change of Shift Report

Before the end of each shift—usually 7 a.m. or 7 p.m.—family and caregivers will be invited by the nurse to participate in the change of shift report. The nurse will share updates and any events from the previous shift with the incoming nurse, family and caregivers, and provide a brief review of the plan of care for the next shift and beyond.



## Family-Centered Care

### Family Meetings

If you have questions or concerns about how your team is working together, call a family meeting.

#### What is a family meeting?

Family meetings are used to:

- Share information with patients and families
- Get information from patients and families
- Make decisions
- Resolve conflict
- Plan for the future

Things to remember:

- Know why a family meeting has been called: This gives you time to prepare, to ask questions, and think how you might respond should certain situations arise.
- Know who will be at the meeting: A family meeting may involve many different staff members. Everyone present will be there for a reason. This is an opportunity for you to gather information, as well as be heard.
- You can invite anyone to be there with you: Having at least one other support person with you is a good idea.





## Patient Experience

### Exceptional People Providing Outstanding Care

At BMSCH, we understand that being hospitalized can be hard for you and your family. It is our top priority to make sure that your time here is the best that it can be. Please let us know when our staff exceeds your expectations; we reward and recognize the great employees that we have here at BMSCH who are making a difference in providing exceptional patient care. If, however, you encounter any concerns or problems during your stay, we have many services available to ensure patients get the attention they deserve. Telling us about any issue, no matter how small, will enable us to correct it and improve your patient care experience. The nursing director or head nurse of your unit is the person to start with for any issues that may arise; he or she often can find resolution quickly.

BMSCH has a patient experience department that is focused on the improvement of the patient and family's experience during hospitalization. If you wish to speak with a member of this team, he or she is available Monday through Friday from 9 a.m. to 5 p.m. Dial ext. 8501 from your hospital room phone and someone will be available to assist you. Additionally, you may leave a message during off hours by calling 732-828-3000, ext. 8501, and a member of the patient experience team will return your call the next business day.

### Providing Feedback

BMSCH uses Press Ganey to administer our integrated survey tool to measure our patients' satisfaction with their hospitalization. Patients are chosen randomly, and it is our hope that you will provide us feedback on how we have met or exceeded your expectations. The standard of care is to always provide very good care. A rating of five equals very good on our survey tool. Providing comments regarding all aspects of your stay will enable us to recognize outstanding care providers and help us to correct areas that may need our attention. All of our patients' comments are read and shared with our hospital team.

### TO CONTACT:

Patient Experience  
Monday through Friday  
9 a.m. to 5 p.m.  
732-828-3000, ext. 8501





# Telephone Directory

## MAIN NUMBER

**732-828-3000**

### Billing

732-418-8450

### BMSCH Patient Information/Lobby

732-828-3000, ext. 3300

### Discharge Planning

732-937-8702

### Gift Shop

732-828-3000, ext. 2016

### Room Service Dining

732-828-3000,  
ext. 3463 (DINE)

### Accessing Important Web Forms

To make a payment online:  
[www.rwjuh.edu/patientpay](http://www.rwjuh.edu/patientpay)

To access financial forms:  
[www.rwjuh.edu/charitycare](http://www.rwjuh.edu/charitycare)

Admitting	732-937-8602
Adolescent Unit	732-937-8674
Audiology & Speech Pathology	732-937-8655
Billing	732-418-8450
Community Education	732-418-8820
Directions to the Hospital	732-828-3000, ext. 5060
Family Resource Center	732-828-3000, ext. 3502
Gift Shop	732-828-3000, ext. 2016
Information Desk	732-828-3000, ext. 3300
Medical Records	732-937-8717
Neonatal Intensive Care Unit	732-253-3807
Pastoral Care	732-937-8504
Patient Experience	732-937-8501
Patient Telephone and TV Service	732-828-3000, ext. 2390
Pediatric Emergency Department	732-418-8173
Pediatric Hematology/Oncology Unit	732-418-8075
Pediatric Intensive Care Unit	732-937-8673
Pediatric Unit	732-937-8893
Pre-Admission Testing	732-937-8605
Privacy Officer	732-828-3000, ext. 5463
PSE&G Children's Specialized Hospital	732-258-7000
Ronald McDonald House	732-249-1222
Room Service Dining	732-828-3000, ext. 3463
Safety and Security	732-828-3000, ext. 8899
Same-Day Surgery	732-253-3512
Social Services	732-937-8702
Volunteer Services	732-937-8507

*\*To find a physician, please call 1-888-MD-RWJUH or visit us online at [www.bmsch.org](http://www.bmsch.org).*



**Calling a Department WITHIN the Hospital?**  
*Dial the last four digits of the number.*



# During Your Stay

## Visiting Guidelines

■ We have visitation policies and procedures in place to help patients and families get the most out of their child's hospital stay. Please take a moment to review these general guidelines. Some units have additional restrictions, which are noted throughout the guide.

■ Daily visiting hours: 10 a.m. to 9 p.m.

When visiting, please provide a form of identification and the patient's name. Visitors will receive a pass to display at all times.

## Primary Supports

Primary support persons (with a green ID band) are designated by the patient, family and nurse and can stay with the patient at any time.

All units and staff at RWJ reserve the right to restrict these policies if they are causing any disruption to patient care. Visitation may be subject to change in cases of flu outbreak or any other reason according to hospital policy.

## Visiting the NICU

- Only two visitors can be at the bedside at a time.
- Parent or person with ID band must be one of the visitors.
- Siblings of the newborn ages 3 and up will meet with a child life specialist before the first visit.
- All visitors must be free of illness, such as cold or flu symptoms, and immunizations should be up-to-date.
- **There are no sibling visits during cold and flu season.**

## Valuables

If you or your child has valuables, please take them home or give them to a friend to take care of during your stay.

All of your child's personal items should be stored in the child's bedside stand when not in use. Please don't put them on the bed or food tray—they may be damaged or lost. BMSCH cannot be responsible for replacement of personal belongings.

## Parking

BMSCH offers a variety of parking options for our patients and families. Valet parking is available in front of the BMSCH entrance on Somerset Street, Monday through Friday, from 5:30 a.m. to 5 p.m.

### Plum Street Parking

**Deck:** This self-pay deck is available 24 hours a day and is located adjacent to PSE&G Children's Specialized Hospital.

For all parking, a flat rate is charged when your ticket is validated at the information desk.

## E-Card Service

A new way to brighten a patient's day, BMSCH offers a free online service to send patients a personalized message.

**How does it work?** Visit [www.rwjuh.edu/ecard](http://www.rwjuh.edu/ecard).

Complete the brief online form and select a card design. Once submitted, a BMSCH team member will print and hand-deliver the card to the patient.

*Please see eCards Web page for terms and conditions.*



# During Your Stay

## Cell Phone Usage

Cell phones can be used in certain areas of the hospital—ask your nurse for the guidelines for your unit. If you must use your cell phone, we ask that you stay alert to others around you and their need for rest and quiet.

## Taking Pictures

There are times you may want to take pictures or video of your loved ones in the hospital. Work with your nurse to determine the best way to protect the privacy of other patients and families. In some cases, a consent form will need to be signed.



## Translation Services

BMSCH is committed to providing the best communication process for all of our patients. Any patient who requires special techniques or equipment in order to communicate more effectively will be provided these services at no charge and in a timely manner.

BMSCH offers the following communication services:

**Foreign Language Interpretation:** An interpreter will be provided via certified staff or through the use of a telephone conferencing system.

**Sign Language Interpretation:** An interpreter will be provided through a video-conferencing system.

**Assistive Listening Device for the Hard of Hearing:** A portable amplification system (Pocket Talker) is available for patients requiring amplification during their stay.

**TTY/TDD:** A telephone system for the deaf is available for bedside use. A TTY/TDD also is available 24/7 at the main hospital's information desk for the general public.

**Closed Captioning:** Closed captioning is available on all patient televisions and in public areas throughout the hospital. (Television rental fees apply.)

**Telephone Amplifier:** All patient and public telephones are equipped with volume controls. (Telephone rental fees apply.)

**Manual Communication Boards:** Manual communication boards are available in English and Spanish for patients with voice problems.

**Electrolarynx:** An electrolarynx is available for patients with limited laryngeal function.

Upon your arrival to the hospital, it is recommended that you notify a staff member of your need for any special communication services.

## Where to Eat

### Safari Café

The Safari Café is located on the first floor of BMSCH next to the main lobby. Hours of operation: Monday through Friday, 6:30 a.m. to 3 p.m.

### The Dining Room

The Dining Room is located on the second floor of the main hospital above the lobby. Patients can access The Dining Room by taking the Tower Elevators to the second floor and following the signs. Hours of operation: Monday through Friday, 6:30 a.m. to 8 p.m. and weekends and holidays, 6:30 a.m. to 6:30 p.m.

### Children's Specialized Hospital Cafeteria

The cafeteria is located on the ground floor at the bottom of the spiral staircase found in the hospital's lobby. Hours of operation: Monday through Friday, 6:30 a.m. to 3 p.m.

### Food Vouchers for Meal Delivery

Primary support persons can purchase \$5 food vouchers at the Safari Café during operating hours. Call ext. 3469 to order your meal and pay with your voucher when it is delivered. To purchase vouchers after hours or on holidays and weekends, take the elevators to G1 and visit the food service "Pass Through Window."

## Where to Sleep

In general, one primary support person (identified with a green ID band) may sleep in the patient's room. The NICU does not allow parents to sleep overnight. Please ask your nurse if you have questions or if other arrangements need to be made. You can call Concierge Services (ext. 7004) or the Patient Experience Department (ext. 8501) for more information on discounted rates at area hotels such as:

- Hyatt Regency New Brunswick, 2 Albany St.  
Phone: 732-873-1234
- The Heldrich (10 Livingston Ave.)  
Phone: 866-609-4700
- Ronald McDonald House, 145 Somerset St., is available to all BMSCH families for overnight stays. For more information, please call the house directly at 732-249-1222.

## LOUD Hotline

With silence comes the ability to heal. We strive for a peaceful environment. If you feel it is too loud, please call LOUD (ext. 5683) for assistance.

### Gift Shop

The gift shop is located off the main lobby of the adult hospital. The hours are Monday through Friday from 9 a.m. to 8 p.m. and weekends from 11 a.m. to 5:30 p.m. Cash and credit cards (with a minimum \$3 purchase) are accepted.

### Room Service Dining Call ext. 3463 (DINE)

Our registered dietitian will work in conjunction with patients and providers to develop a nutrition plan based on our child-friendly menu.

- call for your meals when you are ready to eat
- delivered to you within 45 minutes
- available from 7 a.m. to 7 p.m.

Registered dietitians also are available to educate you about any diets you may need to follow after you are discharged.



## During Your Stay

### ATM

An ATM is located right off the lobby next to the Safari Café and on the second floor of the main hospital near the Courtyard.

### Smoking

There is no smoking in the hospital and on the grounds. The entire RWJ campus is completely smoke- and tobacco-free.

### Laundry

Laundry facilities are available for BMSCH patients and families. They are located on the second floor, adjacent to the Teen Lounge on the Adolescent Unit.



### Telephone and Television Service

RWJ offers TV service with enhanced channels, interactive capabilities and patient education programs available on demand through an easy third-party billing service. To make a local telephone call, dial 9 for outside services. Both 732 and 908 area codes are considered local calls. For all other calls, dial 70, area code and phone number. Television service in the NICU is located in the family lounge. The NICU is not equipped with bedside TV.

### Pastoral Care

Hospital chaplains who are trained to work with people of all faiths can bring a spiritual dimension to your care. A hospital chaplain is available to you and your family 24 hours a day. You can reach the chaplain by asking your nurse to make the contact, by calling the Pastoral Care Office at ext. 8504, or by asking the operator (dial 0) to page the chaplain on call. Chaplaincy services always are free. Chaplains can listen to you, pray with you and encourage you, and help you mobilize your spiritual resources for healing. They also are available to educate you on the preparation of an advance directive. Clergy of all faiths are welcome to visit their congregants. If you want assistance in contacting your clergy or spiritual advisor, please call the Pastoral Care Office.

### CaringBridge

BMSCH partners with CaringBridge to offer family and friends of patients the opportunity to set up their own free, unique, personal websites to allow family members to share important information and update conditions for everyone who wants to know.

#### How it works:

1. Visit [www.caringbridge.org](http://www.caringbridge.org).
2. Click on “Create a CaringBridge site” and follow the easy directions.
3. Tell your friends and family about your CaringBridge site.



# About BMSCH: Family Inpatient Programs and Units

## UNITS

At BMSCH, children are cared for by an interdisciplinary team, who provides age-appropriate, individualized care. This includes the physical aspects of care as well as emotional and psychosocial needs. All staff members involved in the care of your child are specially trained in their fields, holding various certifications unique to their subspecialty.

### Center for Advanced Pediatric Surgery

The Center for Advanced Pediatric Surgery soars seven floors above street level and is the area's only center dedicated exclusively to performing safe, effective, cutting-edge pediatric surgery.

The center treats children ages newborn to 21 and is equipped with the latest, minimally invasive, kid-friendly technologies and offers innovative therapies and treatments.

Our board-certified surgeons work collaboratively to provide the most comprehensive, personalized treatment plans. Specialized pediatric anesthesiologists also are an important component of the team, which ensures greater safety for our young patients.

BMSCH offers a range of pediatric surgical subspecialty areas including, but not limited to, urology, orthopedics, neurosurgery and otolaryngology.

### Pediatric Intensive Care Unit (PICU)

The region's only PICU, this unit treats the most critically ill or injured patients throughout the state. At New Jersey's first designated pediatric trauma center, patients are cared for by fellowship-trained, board-certified pediatric intensivists. In-room sleeping accommodations, a unique feature in units of this kind, are available. Each private room provides a range of amenities including patient refrigerators, television sets, video and electronic games.

### Neonatal Intensive Care Unit (NICU)

BMSCH is home to the only academic, Level III NICU in New Jersey. Infants are cared for by fellowship-trained, board-certified neonatologists. The state-of-the-art facility features the most up-to-date technology designed to treat the most critically ill newborns.

### Pediatric Unit

This 24-bed unit accepts and treats newborns through age 11. Each private room provides a range of amenities including a patient refrigerator, television sets, video and electronic games, and in-room sleeping accommodations for parents. The Child Life Center, a patient playroom, offers daily art and recreational activities for patients.

### The Adolescent Unit

To meet the unique needs of adolescents, this 14-bed unit accepts



# About BMSCH: Family Inpatient Programs and Units

and treats patients between the ages of 12 and 21. Each private room provides the same range of amenities as the Pediatric Unit. In addition, a Teen Lounge offers adolescents a place to gather and watch television, play video games, listen to music and talk.

## **Pediatric Hematology-Oncology Unit**

This state-of-the-art, 10-bed unit accepts and treats patients with blood disorders and cancer. Each room provides a multitude of amenities and a Child Life Center offering daily activities and a school room.

## **Pediatric Emergency Department**

Separate, standalone space dedicated exclusively to treating pediatric emergencies, the Pediatric Emergency Department is specially designed to meet the needs of children and families. Board-certified pediatric physicians and nurses are available 24/7 for all types of illnesses, from minor injuries to the most severe traumas.

## **PROGRAMS**

### **Child Life Program**

The Child Life Program is available to assist children and families in making the hospital experience a positive one. Child Life specialists work in all BMSCH units to help children and families adjust to hospitalization, illness or injury, and treatment. Individualized teaching sessions, medical play, and therapeutic art and recreational sessions help ensure your child's developmental, emotional and psychological needs are being met.

Group activities are held daily in play centers throughout the hospital, and a variety of special events are held monthly for children and their families.

### **Family Teaching Program**

Our Family Teaching Program offers individualized classes to all families with children having surgery at BMSCH. The program provides hands-on learning experiences to teach children about all aspects of hospitalization and is an opportunity for parents to become more familiar with hospital procedures. This unique program also is recommended for parents who would like to have the opportunity to accompany their child into the operating room while the child is given anesthesia. For more information, please call ext. 8045.

## **SERVICES**

### **Family Resource Center**

Staffed by a family librarian Monday through Friday from 11 a.m. to 3 p.m. who offers health and wellness information in a peaceful and supportive environment. The family librarian is available to assist with specific research and information needs. For more information, call 732-828-3000 (ext. 3502).

### **Ronald McDonald House**

A Ronald McDonald House is located on campus and available to all BMSCH families for overnight and respite accommodations. For more information, please call 732-249-1222.



# The Healthcare Team

When hospitals talk about “the team,” this usually refers to the medical, nursing and other health staff that care for patients. Family and caregivers also are a very important part of the team, and we do our best to share information about the patient’s plan of care. Listed below are the experts who may care for patients while in the hospital.

## Medical Staff

There are more than 1,500 physicians on staff at both BMSCH and RWJ who provide personalized, professional care for our patients. Attending physicians are primarily responsible for patient care during a hospital stay. A physician can admit children and may issue orders for care and treatment, consult with other physicians, determine which tests and examinations are necessary, prescribe treatments and medications, and determine when patients are ready for discharge. If necessary, they also may issue dietary and visitation limitations.

It is important for children and families to understand they may be treated by physicians who are not employees of BMSCH and RWJ.

All physicians practicing medicine at BMSCH and RWJ are licensed by the state of New Jersey and must meet certain educational and experience requirements. However, BMSCH and RWJ are not responsible for the specific care physicians provide. To change physicians, please ask to speak with a member of the healthcare team.

In addition, any physicians who participate in a patient’s care, including emergency room physicians, surgeons, radiologists, anesthesiologists, pathologists and consultants, are private practitioners and not employees or agents of BMSCH and RWJ; they are either self-employed community physicians or employees of Rutgers, the State University of New Jersey. When physician services are used, patients receive a separate bill from the independent contractor physician and/or physician groups in addition to a bill from BMSCH and RWJ.

## Resident Physicians

More than 250 resident physicians, who have graduated from leading medical schools, are here completing post-graduate education in specialized medical fields. They provide around-the-clock care for young patients and families. Please speak to a physician about any concerns with the residents involved in a child’s care.

Fellows and residents are employees of the Rutgers the State University of New Jersey and are not employees of BMSCH and RWJ.

## Nurses

In each nursing unit, a registered nurse is responsible for your child’s care. Each nurse is specially trained to provide the unique needs of patients and families in each specialized area of BMSCH.



# The Healthcare Team

## **Pediatric Care Technician**

PCTs assist your child and the nursing staff by helping to provide activities of daily living. For example, your PCT may help bathe, weigh and feed your child during your stay.

## **Technicians and Technologists**

Skilled health professionals that perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization and radiation therapy.

## **Case Managers**

Case managers will review your medical record and discuss your discharge planning. They are also available to assist you with arrangement for home care, admission to a long-term care facility or rehabilitation care.

## **Social Workers**

Social workers offer emotional support, counseling, and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

## **Child Life Specialists**

Our team of Child Life specialists is specially trained to help children and their families understand and manage challenging life events and stressful healthcare experiences. Specialists provide developmental, educational and therapeutic interventions that support growth and development, recognize family strengths and

individuality, and respect different methods of coping.

## **Respiratory Therapists**

Skilled health professionals who provide respiratory care for your child as needed, including breathing treatments, oxygen therapy, suctioning and other needed therapies as directed by your healthcare team.

## **Pharmacists**

BMSCH has dedicated pediatric pharmacists specially trained in pediatric drug therapy.

## **Dietitians**

A pediatric dietitian is available to assist with your child's nutritional assessment and needs.

## **Physical Therapist/ Occupational Therapist**

Skilled health professionals who provide individualized therapies as needed.

## **Volunteers**

Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout the hospital, including staffing the information desk, delivering mail and flowers, operating the gift shop and escorting patients. You also will see volunteers in the playrooms helping provide art and recreational activities with patients. If you are interested in volunteering, please contact the Volunteer Office at ext. 8507.



# A Guide to Understanding Health Information Organizations

## **What is an HIO?**

### **Why is it important?**

A Health Information Organization (HIO) is a group of healthcare facilities established to help patients and their authorized healthcare providers, treating the same patient, share—or exchange—relevant healthcare information. A health information exchange helps ensure that only patients and caregivers who are authorized—including physicians, hospitals, labs, etc.—have secure access to your vital medical information. This helps your caregiver have access to needed medical information to provide you with the best care possible.

The Jersey Health Connect HIO was created to help patients and caregivers in central and northern New Jersey share health information. Hospitals, health systems, physician practices and other providers are currently collaborating through Jersey Health Connect.

As an independent, nonprofit organization, Jersey Health Connect is committed to enabling health information exchange for better care. For healthcare providers, this means simpler, more secure communications for better care collaboration. For patients, this means more opportunities to be included in their care management.

## **What are the benefits of HIO to patients?**

Historically, a major obstacle in care delivery has been untimely and limited access to patient medical information. Because most patients see multiple providers, their medical information has to be shared across different systems based on different technologies. These technical differences create barriers to both sharing and using information in a timely manner, resulting in delays, duplicated efforts and testing, potential errors, etc.

With an HIO, providers can quickly share medical data, making it easier to collaborate on patient care to support better outcomes. An HIO also makes it easier for patients to participate in their care by providing timely, secure access to all relevant medical information.

## **How is my medical information secured?**

Protecting patient privacy is a top priority for Jersey Health Connect, and access to patient data is strictly regulated. Many state and federal laws set strict guidelines for protecting patient privacy. Additionally, Jersey Health Connect has internal requirements above and beyond those set by law.

At Jersey Health Connect, we realize that patients must feel confident and comfortable with participating, and we make every effort to ensure patient data is securely managed.



# A Guide to Understanding Health Information Organizations



## **Can I choose not to participate?**

In the event that you are not comfortable with participating in Jersey Health Connect, you can choose to opt out. By doing so, your health information will not be shared through Jersey Health Connect with other healthcare providers not associated with the practice or hospital where you went for healthcare.

## **Why is it important to participate in Jersey Health Connect?**

Participating in an HIO enables your healthcare providers to easily access medical information that supports your care. Helping your providers collaborate can improve the quality of care you receive, help prevent potential medical errors, and reduce unnecessary testing or treatments. Participating also enables you to be actively engaged with your providers to help manage your healthcare.

By connecting participants throughout the delivery of care, Jersey Health Connect supports greater collaboration to benefit providers and patients alike.

To opt out of participating in Jersey Health Connect, you may use one of the following options:

- Call 855-624-NJHC (855-624-6542) to request a form that you can mail or fax in.
- Visit our website at [www.jerseyhealthconnect.org](http://www.jerseyhealthconnect.org) to print out the form that you can mail or fax in.

# Patient and Family Advisory Council

*For the Parent/Caregiver*



■ As part of our family-centered care initiative at BMSCH, we would like to extend an invitation to all our parents and caregivers to help us improve the way we provide care and enhance the programs and services we offer.

By joining the Patient & Family Advisory Council (PFAC), parents and caregivers can get involved in making positive changes by sharing and using their experiences to work with hospital administrators, leaders, and staff in revising programs or policies, writing or reviewing patient education materials and even participating in staff education.

As an advisor, you may:

- Serve on hospital or unit-based committees
- Provide input for programs and other day-to-day issues that affect patients and families

■ Participate in education and training throughout the hospital

■ Offer peer support for other patients and families

An effective advisor will have:

- A positive view of collaboration
- Interest about the hospital's mission
- An ability to work with others of a different background, experience, and style from their own
- Ability to share experiences (even negative ones) in a positive way
- Ability to attend one evening meeting per month

## **Interested?**

Contact: Linda Maldonado, MA,  
CCLS

Family-Centered Care Coordinator

Phone: 732-253-3135 (ext. 3135 in  
hospital)

Email: [linda.maldonado@rwjhb.org](mailto:linda.maldonado@rwjhb.org)

# More for the Parent/Caregiver

## *Your role when a child is hospitalized*

When your child is hospitalized, work and family life can be disrupted. In addition to rearranging daily activities, it is normal to feel anxious or depressed. It is just as important for you to prepare for a hospital stay as it is to prepare your child.

### **Here's how:**

1. Gather as much information as you can about your child's medical condition and treatment. Jot down a list of questions to ask your child's healthcare team. Some questions you may want to ask include:
  - What and when should I tell my child about the procedure?
  - How long will the procedure take, and how long will my child remain in the hospital?
  - May I stay with my child during the procedure? May I sleep in his or her room overnight?
  - Will my child be in pain? If so, what will be done to alleviate the pain?
  - How long will it be before my child can return to school and activities?
  - Where can I find more information on my child's condition, operation or procedure?
  - What community or hospital resources are available for my child's recovery and/or rehabilitation?
  - What are my child's rights?
  - What medications is my child being prescribed?
2. Talk to your child's doctors, nurses, Child Life specialists, and other caregivers about your child's personality and past healthcare experiences. You know your child best, so be sure to mention any fears your child has about needles or other procedures, and find out how caregivers will deal with those fears.
3. Find out how you can be involved in your child's care while in the hospital. You may be able to feed, bathe and change bandages. If your child is an infant, find out how often you will be able to hold and talk to your baby.
4. Help your child cope with his or her hospital stay, particularly if he or she will be undergoing painful or frightening procedures. You may want to practice these with your child before and during his or her stay:
  - Breathing deeply
  - Counting backward
  - Holding hands
  - Pretending to blow out birthday cake candles
  - Singing
  - Telling stories
  - Thinking about happy times and places

Ask about support groups and hospital-run parent programs.

# More for the Parent/Caregiver

5. Take care of yourself. A child's hospitalization is a stressful time for your family. You can help ease the tension by making sure you stay calm and focused. Here are some tips to help you relieve stress:
- Take turns spending the night in your child's room with your spouse, close relative or friend.
  - Talk with family and friends about any concerns you have.
  - Exercise regularly. Go to a gym, take exercise classes or work out at home. If you are spending entire days at a time at the hospital, ask a nurse or Child Life specialist if someone can stay with your child while you take a break. Then walk around the hospital or go outside and walk.

## Getting Ready

- Talk it out. In language that is appropriate for your child's age, talk about why he or she must be hospitalized and what operation, tests or procedures he or she will have. If your child will have surgery, reassure your child that he or she will not see, hear or feel anything because he or she will have special medication called anesthesia before the operation. Healthcare professionals caution against telling a child he or she will be "put to sleep" because children may associate that with the death of a pet.

- Learn more. Read books with your child about going to the hospital and about his or her particular illness or injury. Check your local library or bookstore for age-appropriate books and videos. BMSCH has Child Life specialists who will talk to you and your child about what to expect.
- Pack wisely. Involve your child in deciding what he or she would like to take to the hospital. A very young child will be comforted by bringing his or her own blanket or pillow, favorite pajamas and stuffed animal. Older children and teens may want to bring books, music and photographs of friends and family.

## What to Say

You will want to prepare your child for a hospital stay according to his or her age, maturity level and intelligence. Not every child of a certain age will respond in the same way. Here are some general age-related guidelines:

### **NEWBORN TO 2 YEARS OLD:**

Concentrate on preparing yourself for the hospital. It's important for you to stay calm and at ease so your child isn't anxious.

**3 TO 6 YEARS OLD:** Hold off on telling your child about his or her operation or procedure until two to three days before going to the hospital. Children at this age are nervous about being separated from you, so it's important to reassure your child that you will be with him or her during the hospital stay.

# More for the Parent/Caregiver

**7 TO 12 YEARS OLD:** Begin discussing the hospital stay about a week before admission. Encourage your child to ask questions and talk to you about any worries he or she may have. Involve him or her in the planning process.

**13 TO 17 YEARS OLD:** Teenagers should be included in the discussion and planning for a hospital stay right from the start. Encourage your teen to speak with doctors and nurses, ask questions and talk about any concerns. Ask your child how you can help him or her throughout the hospital stay.

## During Your Child's Stay

- Know the team. Many specially trained people will care for your child during his or her hospital stay. Get to know your child's team by speaking with the attending physician, nurses and residents.
- Ask questions. Encourage your child to ask the doctors and nurses many questions. If your child is too young or uneasy about speaking up, you can ask for him or her. Be sure your questions are answered and that both you and your child understand what you are being told. Don't be afraid to repeat your questions if you don't understand.
- Encourage visitors. Ask family and friends to visit often to keep your child from feeling lonely. If your child is in an intensive care unit, speak with your nurse first.
- Listen and help your child express his or her feelings about being hospitalized through words, play, drawing or painting. Younger children may want to play with dolls or draw while older children and teens may want to keep a journal to help sort out their feelings.

## Going Home

- When? As your child recovers, he or she will become more anxious to leave the hospital and return to his or her normal routines. Reassure your child that his or her doctor will discharge him or her when the time is right.
- Who? Speak with a case manager to find out what you need in order to care for your child at home. The case manager can help you arrange for any equipment or home healthcare services your child may need.
- How? Have transportation ready on the day of your child's discharge. Be sure you understand all instructions for your child's medications, diet, special equipment, follow-up care, and home health or support services. Find out when your child can return to school and sports activities.

# Preparing a Child for Surgery

## Preparing for Surgery

*How you can make your child's surgical procedure and follow-up care as safe as possible.*

As an active member of your child's healthcare team, you can make the surgical procedure and follow-up care as safe as possible. Here's what you need to know.

## Before the Surgery

- Call the Family Teaching program at 732-418-8045 to schedule a pre-operative teaching session.

## On the Day of the Surgery

- Be sure to follow any other pre-surgery instructions you were given by your surgeon and healthcare team.
- You will be given an "Informed Consent" form to sign. Read it carefully. Make sure everything on the form is correct. If you don't understand something, ask questions before you sign the form.

## Before the Procedure Begins

- At BMSCH, patients and/or their family members will use a check mark to designate the spot on the body where surgeons will perform the operation. BMSCH staff members will assist the patient or family member if they are unable to mark the spot.

- Ask the surgeon if the team will take a "time out" just before the procedure. This is done to make sure the team is doing the correct surgery on the correct body part of the correct person.

## After the Surgery

- Ask your child to speak up about any pain he or she is having and ask for relief. Be specific about the intensity and location of the pain.
- Your child is given medications right after surgery; ask what they are and what they are for. Ask about side effects. If your child is given a prescription for medications they must take while recovering, be sure you understand the instructions for the dosage, how frequently you need to give the medications and for how long.
- Be sure to get instructions for post-surgical care in writing before you leave.

When you meet with the doctor, bring your questions about what needs to be done before and after the procedure.

# Pain Management

## Pain Management

Depending on your child's age, the nurse may ask your child to rate his or her pain on a scale of 1 to 10. For younger children, the healthcare team uses other scales to evaluate your child's pain. For parents speaking on behalf of their child, be sure to tell the doctor or nurse when your child has any kind of pain. To help describe the pain, be sure to report:

- When the pain began
- Where you or the child feels pain
- How the pain feels—sharp, dull, throbbing, burning, tingling
- If the pain is constant, or if it comes and goes
- What, if anything, makes the pain feel better
- What, if anything, makes the pain feel worse
- How much, if any, pain your medicine is taking away
- If the medicine helps with the pain, how many hours of relief did your child get?

Help your child cope with his or her hospital stay, particularly if he or she will be undergoing painful or frightening procedures. You may want to practice these with your child before and during his or her stay:

- Breathing deeply
- Counting backward
- Holding hands
- Pretending to blow out birthday cake candles
- Singing
- Telling stories
- Thinking about happy times and places

*Use the Pain Rating Scale to tell the doctor or nurse how severe the child's pain is.*

### Wong-Baker FACES® Pain Rating Scale



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# Speak Up

Take charge of your child's care



During your child's stay in the hospital, the doctors, nurses and staff will treat you as a partner in your child's care. One important way that you can be involved is to speak up. Ask questions, voice your concerns and don't be afraid to raise any issues relating not only to your child's care and treatment, but also to overall hospital services.

If your child is old enough, encourage him or her to speak up, too. Tell your child not to be afraid to ask questions, and be sure that he or she understands the answers.

## STAT NOTE

- Write down any questions you and your child have.
- Keep in communication with your child's healthcare team.
- Keep a list of the doctors who see your child and any medications they prescribe.

*BMSCH is certified by The Joint Commission.*

## STEP UP AND SPEAK UP

### SPEAK UP

Ask questions and voice concerns. You have the right to know everything about your child's medical care.

### PAY ATTENTION

Make sure your child is getting the right treatments and the right medicines.

### EDUCATE YOURSELF

Learn about the medical tests your child will get and the treatment plan.

### BE AN ADVOCATE

You are your child's voice while he or she is hospitalized.

### WHAT MEDS AND WHY

Know what medicines your child is taking and why.

### CHECK BEFORE YOU GO

Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission's quality standards.

### PARTICIPATE IN THEIR CARE

You are the center of your child's healthcare team.

# Stay Safe

*You and your child can contribute to healthcare safety*



■ While your child is in the hospital, many people will enter his or her room, from doctors and nurses to aides and orderlies. The following information will help make your child's hospital stay safe and comfortable.

## **Don't Be Afraid to Ask...**

- Ask for the ID of everyone who comes into the room.
- Speak up if hospital staff doesn't check your child's ID.
- Ask the person if he or she has washed his or her hands before he or she touches your child.
- Ask why certain tests or procedures are needed, when they will happen, and how long it will be before you get the results.

## **Fighting Infections**

BMSCH takes infection prevention very seriously. The single most important thing you and your child can do to help prevent infections is to

wash your hands and make sure that everyone who touches your child—including his or her doctors and nurses—washes his or her hands, too.

## **You, your child, your family and friends should wash hands:**

1. After touching objects or surfaces in the hospital room.
2. Before eating.
3. After using the restroom.

It also is important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch your child. Healthcare providers know how to practice hand hygiene, but sometimes they forget. You, your child and family shouldn't be afraid or embarrassed to speak up and ask them to wash their hands.

## **Preventing Medication Errors**

By taking part in your child's care, you can help the members of his or her

# Stay Safe

## HAPPY BIRTHDAY TO YOU!

Wash your hands with soap and warm water for 15 to 20 seconds.

That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



healthcare team avoid medication errors. Here's how:

Be sure that all of your child's doctors know what medications your child has been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your child's doctors know of any allergies your child may have—to medications, anesthesia, foods, latex products, etc.

When your child is brought medications or IV fluids, ask the person to check to make sure your child is the patient who is supposed to receive the medications. Show that person your child's ID bracelet to double-check. Remember—you play an important role in helping to reduce hospital medication errors.

## Know Your Child's Medications

While your child is hospitalized, his or her doctor may prescribe medications. Be sure that you (and your child if he or she is old enough) understand exactly what they are and why they are

being prescribed. Use this checklist to help get the information you need from your child's doctor:

- What is the name of the medicine?
- What is its generic name?
- Why is my child taking this medicine?
- What dose will my child be taking?
- How often, and for how long?
- What are the possible side effects?
- Can my child take this medicine while taking his or her other medications or dietary supplements?
- Are there any foods, drinks or activities that my child should avoid while taking this medicine?

## Preventing Falls, Enhancing Safety

**We want you to know about preventing children in the hospital from falling.**

Your child's safety is very important to us. Did you know that falls can occur anytime, anywhere? Did you know falls frequently occur while the parents/family members are present?

In order to prevent falls while visiting the hospital, we ask that you:

- Accompany your child to the bathroom, especially when medical equipment is attached.
- Accompany your child to the bathroom when getting up for the first time following any sedation or strong pain medication.
- Help your child get up when you feel he or she may be unsteady on his or her feet due to medication or his or her illness.

# Stay Safe

**We want you to feel at home while you are here, but we want you to know there are some differences.**

- Our furniture is taller than yours at home. Please keep all side rails up when your child is in bed.
- If your child is admitted to the hospital, children under age 4 are safer in a crib even though they may not be in one at home.
- Medical equipment, like IV pumps, will restrict your child's movement. Please let us assist you to walk your child.
- Please do not allow your child to "ride" on the IV pole.
- Please use lap restraints when your child is using an infant carrier, carriage or stroller.
- When visiting the hospital as an outpatient, please accompany your child/children throughout the facility, i.e., doctor's offices, radiology, gift shop, cafeteria and restrooms. Leaving your child/children unattended can increase falls and injuries.
- Please do not leave children alone on exam stretchers and chairs or while in waiting rooms.
- We encourage our patients to learn through play (toys and child-sized furniture are located in our waiting areas). Please let us assist you in choosing an appropriate toy for your child.

We want to make sure your child is in the safest environment possible. If we identify that your child is at risk for falling, we will place a yellow

## **NO SOAP? NO PROBLEM**

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.



armband on your child and a sticker on his or her chart.

## **You're in Charge**

While rare, errors can occur during your child's hospital stay. You can help prevent errors by taking charge of your child's care. Be sure to:

- Stay informed about your child's medical condition.
- Know the details of your child's treatment plan.
- Understand the tests and procedures your child will undergo.

Take notes when you speak with your child's doctor, or have your child take notes if he or she is old enough. Also ask for any written information your doctor may be able to provide about your child's condition and/or treatments. Remember—you're in charge.

# Don't Leave Until...

*Five things to know before your child leaves the hospital*



■ When it's time for your child to be released from the hospital, his or her physician will authorize a hospital discharge. This doesn't necessarily mean that your child is completely well—it only means that your child no longer needs hospital services. If you disagree, you can appeal the decision. We understand your child will be eager to leave, but there are some things you need to take care of before you leave. There is still some work to do.

The first step is to know who will be involved with your child's discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker or administrator, or may have some other title. You and your child should meet with this person relatively early in your child's hospital stay; if not, find out who this person is and be sure to meet with

him or her well before your child's expected discharge date.

Make sure you have the following information before your child leaves the hospital:

- 1. Discharge summary.** This is an overview of why your child was in the hospital, which healthcare professionals saw your child, what procedures were done and what medications were prescribed.
- 2. Medications list.** This is a listing of what medications your child is taking, why, in what dosage and who prescribed them. You should be noting this information throughout your child's hospital stay, but also having a list prepared by the hospital is a good way to double-check the information.

# Don't Leave Until...

## 3. Follow-up care instructions.

Make sure you have paperwork that tells you:

- What, if any, dietary restrictions your child needs to follow and for how long.
- What kinds of activities your child can and can't do, and for how long.
- How to properly care for any injuries or incisions your child may have.
- What follow-up tests your child may need and when they need to be scheduled.
- What medicines your child must take, why and for how long.
- When your child needs to see his or her physician.
- Any home-care instructions you must follow, such as getting your child in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for.
- Telephone numbers to call if you have any questions about your child's after-hospital care.

**4. Other services.** When your child leaves the hospital, he or she may need to spend time in a rehabilitation facility or other institution. Or you may need to schedule tests for your child at an imaging center or schedule in-home therapy. Be sure to speak with your child's nurse or physician to get all the details you need before your child is discharged.



**5. Community resources.** You may feel unprepared for what will happen after your child's discharge. Make sure your child's discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home patient care and respite care.

**Be sure to meet with the hospital's discharge planner early in your child's stay to ensure a smooth discharge process later.**

### **If You Disagree**

You can appeal your child's discharge decision. Speak with the hospital's discharge planner or a caseworker to find out how to go about appealing a discharge decision.



# Billing

## What a Hospital Bill Covers

■ The hospital bill covers the cost of the patient's room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your child's hospital bill.

## Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other's insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance

guidelines. Your insurance may request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

## Medicaid

Medicaid, the federal-state partnership created by Congress in 1965, pays for hospital, doctor, prescriptions and other healthcare needs for citizens who qualify. The program has expanded over time, most notably for women and children.

New Jersey has participated in the program since 1970. Today, New Jersey Medicaid is the largest social services program in state government. It provides for the healthcare needs of more than a million people.

To be eligible for New Jersey Medicaid, a person must meet these general requirements:

- Resident of New Jersey
  - U.S. citizen or qualified alien (most immigrants who arrived after August 22, 1996, are barred from the program for five years)
  - Meet specific standards for financial income and resources
- NJ FamilyCare/Medicaid Call Center: Information and Referral Hotline for clients and providers is 800-356-1561.



# Billing

## Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

## For Self-Pay Patients

Patient Financial Services will send statements for payment of self-pay accounts. You will receive two to three billing statements and two to three telephone calls over a 90-day period, to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement, you can obtain one by calling Financial Services at 732-418-8450.

## New Jersey FamilyCare (formerly NJ KidCare)

NJ FamilyCare is a federal- and state-funded health insurance program created to help New Jersey's uninsured children and certain low-income parents and guardians have affordable health coverage. It is not a welfare program. NJ FamilyCare is for families who do not have available or affordable employer insurance, and who cannot afford to pay the high cost

of private health insurance. For more information and to find out if you qualify, please call 800-701-0710.

## When You Are Discharged

Your physician determines when your child is ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications your child must take, or if there are restrictions on diet and activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

NJ FamilyCare/Medicaid Call Center: Information and Referral Hotline for clients and providers is 800-356-1561.

## Uninsured?

If you are in need of assistance with your hospital billing, you can contact Hospital Financial Counseling at 732-418-8450.



# RWJ University Hospital Foundation

Established in 1981, The RWJ University Hospital Foundation Inc. is a not-for-profit organization that raises funds to support programs and facility needs at Robert Wood Johnson University Hospital. Since its incorporation, millions of dollars have been contributed to support such programs as the Cardiovascular Center of Excellence at Robert Wood Johnson University Hospital, The Bristol-Myers Squibb Children's Hospital at Robert Wood Johnson University Hospital, nursing research and scholarships, medical and surgical oncology services, various capital construction and equipment projects, and special funds for targeted gifts benefiting specific areas of the hospital.

Every gift—no matter the amount—is welcome support for RWJ. To recognize and pay tribute to all levels of contributions, the Foundation has several annual giving clubs that have been designed with you in mind. The Foundation also sponsors and/or participates in special events that provide opportunities for donors to participate in the life of the hospital.

**For more information  
or to make a donation,  
please contact:**

The RWJ University  
Hospital Foundation,  
10 Plum St.  
Suite 910  
New Brunswick, NJ  
08901

Or call  
732-937-8750

Or email  
[foundation@rwjhb.org](mailto:foundation@rwjhb.org)

Please visit our  
website at  
[www.rwjufdn.org](http://www.rwjufdn.org).





# A Child's Rights and Responsibilities

## Bioethics Committee

Robert Wood Johnson University Hospital has a Bioethics Committee available to discuss ethical concerns regarding patient care. In the event that these issues arise, the committee, comprised of physicians, medical ethicists, clergy, care providers and members of the community, will review the issues and make recommendations to provide guidance and support. Anyone directly involved can request a consultation with the committee by contacting the committee chairperson through their physician, nurse, chaplain or social worker.



■ As a patient, your child has the right to respectful and considerate care. In addition, there are specific rights and responsibilities your child has during his or her hospital stay.

## Patient Rights

Upon admission, you will receive a copy of the Patient Bill of Rights. A copy of these rights is posted in each patient room. These rights represent our commitment to your child's care, comfort and safety while in the hospital.

Safety and healthcare delivery are enhanced when the patient is a partner in the healthcare process. The hospital needs your participation regarding the following responsibilities:

- ✓ **Provide information.** Patients and families, as appropriate, must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, medical history, hospitalizations, medications and other matters relating to the patient's health. Patients and families must report perceived risks to care and unexpected changes in the patient's medical condition.
- ✓ **Ask questions.** Ask questions when you do not understand care, treatment or what you are expected to do.
- ✓ **Follow instructions.** Follow the instructions and medical orders of doctors, nurses and other allied health professionals. Express any concerns about your ability to follow your healthcare plan. Hospital staff will make every effort to adapt the plan to your needs and limitations. If we disagree with adaptations to the care plan, we will inform you of the consequences of failing to follow the recommended plan.

While in the hospital, we ask that you:

- ✓ Cooperate with hospital personnel.
- ✓ Be considerate of other patients, hospital staff and property.
- ✓ Help control noise and the number of visitors.

- ✓ Follow hospital rules and regulations.
- ✓ Comply with the hospital's no smoking policy.
- ✓ Provide information necessary for processing your insurance coverage.
- ✓ Be responsible for any item of your bill not covered by your insurance.
- ✓ Provide an advance directive (i.e. living will, durable power of attorney, etc.) or advise the hospital that there is no advance directive.

## Medical Care

### *Patients have the right:*

■ To receive the care and health services that the hospital is required to provide under N.J.S.A. 26:1-1 et seq. and rules adopted by the Department of Health and Senior Services to implement this law.

■ To receive from the patient's physician(s) or clinical practitioner(s)—in terms that the patient understands—an explanation of his or her complete medical condition, recommended treatment, risk(s) of the treatment, expected results and reasonable medical alternatives. If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to his or her next of kin or guardian and documented in the patient's medical record.

■ To give informed, written consent prior to the start of specified nonemergency procedures or treatments only after a physician or clinical practitioner has explained—in terms that the patient understands—specific details about the recommended procedure or treatment, the risks involved, the possible duration of incapacitation, and any reasonable medical alternatives for care and treatment. The procedures requiring informed, written consent shall be specified in the hospital's policies and procedures. If the patient is incapable of giving informed, written consent, consent shall be sought from the patient's next of kin or guardian or through an advance directive, to the extent authorized by law. If the patient does not give written consent, a physician or clinical practitioner shall enter an explanation in the patient's medical record.

Every hospital patient shall have the following rights, none of which shall be abridged by the hospital or any of its staff. The hospital shall be responsible for developing and implementing policies to protect patient rights and to respond to questions and grievances pertaining to patient rights.





# A Child's Rights and Responsibilities

## Legal Rights

■ To treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay or source of payment.

■ To retain and exercise to the fullest extent possible all the constitutional, civil and legal rights to which the patient is entitled by law.



■ To refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of this act.

■ To be included in experimental research only when he or she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with law and regulation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.

■ To freedom from physical and mental abuse.

■ To freedom from restraints, unless they are authorized by a physician for a limited period of time to protect the patient or others from injury.

■ To expect and receive appropriate assessment, management and treatment of pain as an integral component of that person's care, in accordance with N.J.A.C. 8:43E-6.

## Communication and Information

■ To be informed of the names and functions of all physicians and other healthcare professionals who are providing direct care to the patient. These people shall identify themselves by introduction or by wearing a name tag.

■ To receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's health care personnel.

■ To be informed of the hospital's policies and procedures regarding life-saving methods and the use or withdrawal of life-support mechanisms. Such policies and procedures shall be made available



promptly in written format to the patient, his or her family or guardian, and to the public, upon request.

- To be advised in writing of the hospital rules and regulations that apply to the conduct of patients and visitors.

### **Privacy and Confidentiality**

- To be informed if the hospital has authorized other healthcare and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and may refuse to allow his or her participation in treatment.

- To have physical privacy during medical treatment and personal hygiene functions, such as bathing and using the toilet, unless the patient needs assistance for his or her own safety. The patient's privacy also shall be respected during other healthcare procedures and when hospital personnel are discussing the patient.

- To confidential treatment of information about the patient. Information in the patient's records shall not be released to anyone outside the hospital without the patient's approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law,

### **Discharge Planning**

- To be informed by the attending physician and other providers of healthcare services about any continuing healthcare requirements after the patient's discharge from the hospital. The patient also shall have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.

- To receive sufficient time before discharge to have arrangements made for healthcare needs after hospitalization.

- To be informed by the hospital about any discharge appeal process to which the patient is entitled by law.

### **Discharge Planning 732-937-8702**



# A Child's Rights and Responsibilities

## QUESTIONS AND COMPLAINTS

■ To present his or her grievances to the hospital staff member designated by the hospital, please contact a patient representative at ext. 8501. Patient representatives can respond to questions or grievances about patient rights within a reasonable period of time.

■ The hospital provides below, for each patient or guardian, the name, addresses and telephone numbers of the government agencies to which the patient can complain and ask questions. This information also shall be posted conspicuously in public places throughout the hospital.

New Jersey Department of Health and Senior Services  
P.O. Box 360  
Trenton, NJ 08625  
Complaint Hotline:  
800-792-9770

The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL  
60181  
Complaint Hotline:  
800-994-6610

a third-party payment contract, a medical peer review or the New Jersey Department of Health and Senior Services. The hospital may release data about the patient for studies containing aggregated statistics when the patient's identity is masked.

## Transfers

■ To be transferred to another facility only for one of the following reasons, with the reason recorded in the patient's medical record:

- i. The transferring hospital is unable to provide the type or level of medical care appropriate for the patient's needs. The hospital shall make an immediate effort to notify the patient's primary care physician and the next of kin, and document that the notifications were received.
- ii. The transfer is requested by the patient, or by the patient's next of kin or guardian when the patient is mentally incapacitated or incompetent.

■ To receive from a physician an explanation of the reasons for transferring the patient to another facility, information about alternatives to the transfer, verification of acceptance from the receiving facility, and assurance that the movement associated with the transfer will not subject the patient to substantial, unnecessary risk of deterioration of his or her medical condition. This explanation of the transfer shall be given in advance to the patient, and/or to the patient's next of kin or guardian except in a life-threatening situation where immediate transfer is necessary.

## Personal Needs

■ To be treated with courtesy, consideration and respect for the patient's dignity and individuality.

■ To have access to individual storage space in the patient's room for private use. If the patient is unable to assume responsibility for his or her personal items, there shall be a system in place to safeguard the



patient's personal property until the patient or next of kin is able to assume responsibility for these items.

### **Cost of Hospital Care**

■ To receive a copy of the hospital payment rates, regardless of source of payment. Upon request, the patient or responsible party shall be provided with an itemized bill and an explanation of the charges if there are further questions. The patient or responsible party has a right to appeal the charges. The hospital shall provide the patient or responsible party with an explanation of procedures to follow in making such an appeal.

■ To be assisted in obtaining public assistance and the private healthcare benefits to which the patient may be entitled. This includes being advised that they are indigent or lack the ability to pay and that they may be eligible for coverage, and receiving the information and other assistance needed to qualify and file for benefits or reimbursement.

### **Medical Records**

#### *(Health Information Management)*

■ To have prompt access to the information contained in the patient's medical record, unless a physician prohibits such access as detrimental to the patient's health, and explains the reason in the medical record. In that instance, the patient's next of kin or guardian shall have a right to see the record. This right continues after the patient is discharged from the hospital for as long as the hospital has a copy of the record.

■ To obtain a copy of the patient's medical record, at a reasonable fee, within 30 days of a written request to the hospital. If access by the patient is medically contraindicated (as documented by a physician in the patient's medical record), the medical record shall be made available to a legally authorized representative of the patient or the patient's physician.

## **How do I get copies of my child's medical records?**

Requests for medical record copies may be submitted in person to the Health Information Management Department between the hours of 8 a.m. and 4:30 p.m., Monday through Friday. All requests for copies must be made in writing, and the request must be signed by the patient or his or her legal representative.

The Health Information Management Department will process the request, and records will be sent within 30 days of receipt of the request.

If the records are not for continued medical care, there is a charge of \$1 per page for record copies. In addition, there is a charge of \$10 for record processing plus postage. These fees will be pre-billed.

**Contact number:**  
**732-828-3000**  
**ext. 5805**



# A Child's Rights and Responsibilities

PRIVACY OFFICER  
Robert Wood Johnson  
University Hospital  
1 Robert Wood  
Johnson Place  
New Brunswick,  
NJ 08903

Telephone Number:  
732-828-3000  
ext. 5463



## Private Duty Nursing

■ To contract directly with a New Jersey licensed registered professional nurse of the patient's choosing for private professional nursing care during his or her hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures in regard to treatment protocols, and 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, nonprofit professional nurse association registries that refer nurses for private professional nursing care.





# Advance Directives

Advance directives are for patients 18 and older or emancipated pursuant to state law and are a living will, healthcare proxy and durable power of attorney—the legal documents that allow the patient to give direction to medical personnel, family and friends concerning one’s future care when one cannot speak for his or herself. One does not need a lawyer in order to complete an advance directive.

If you have an advance directive or create an advance directive during your stay, the document will be maintained for use by the hospital only for that visit. Should you be readmitted, you will be required to provide us with a copy of the advance directive you want the hospital to follow to ensure that the hospital has the most current information to address your wishes.

In the event of a disagreement between family members or other caregivers concerning the patient’s wishes regarding life-sustaining treatment, or other issues in connection with your advance directive, the Bioethics Committee is available to hear such disputes. Please ask your nurse how you can contact the committee chairperson.

## Patient Services

Your child has rights as a patient, and you have rights as a parent. We value you as a member of your child’s healthcare team, and we encourage you to talk with the people who provide care to your child.

For patients over the age of 18, there are three types of advance directives:

### Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if the patient becomes terminally ill, incapacitated, or unable to communicate or make decisions. A living will protects his or her rights to accept or refuse medical care and removes the burden for making decisions from the family, friends and medical professionals.

### Healthcare Proxy

A person (agent) one appoints to make medical decisions if the patient is unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as the patient’s agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren’t known.

### Durable Power of Attorney for Healthcare

A legal document that names the patient’s healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into the patient’s medical record.

**For more information** about advance directives or to obtain forms, please speak with your nurse.



## Privacy

### Our Privacy Obligations to You:

RWJ is, by law, to maintain the privacy of medical and health information about you and to provide you notice of our legal duties and privacy practices with respect to protected health information. Generally, protected health information includes individually identifiable information about your past, present, and future physical or mental health, the healthcare you

have received or payment of your healthcare.

During the registration process, you should have received our Notice of Privacy Practices, which describes how medical information about you may be used, disclosed, and how you can get access to this information and your rights. If you have any questions or issues regarding your privacy, you may contact the privacy officer at 732-828-3000, ext. 5463.



## All-Star Nominations

RWJ and BMSCH believe it is truly important to recognize our employees who have gone above and beyond to make your hospital experience a positive one.

Please feel free to give us the name of any staff member who stands out for his or her exceptional performance.

We recognize each of these employees individually, which helps to promote morale and an overall better work environment, which all lead to the best possible patient and family experience.

To submit your nominations, please visit [www.rwjuh.edu/allstar](http://www.rwjuh.edu/allstar).

