



Jersey City Medical Center

PATIENT HANDBOOK

 **Jersey City Medical Center**
 Barnabas Health

www.BarnabasHealth.org/jcmc

“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

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■ ■ **Jersey City Medical Center**
■ ■ **Barnabas Health**



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Speak Up

Take charge of your care.



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Stay Safe

*You can contribute
to healthcare safety.*



OUR ADDRESS

Jersey City Medical Center
355 Grand Street
Jersey City, NJ 07302

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Welcome to Jersey City Medical Center

■ Thank you for choosing Jersey City Medical Center – A Barnabas Health facility and trusting us with your healthcare needs. We take this responsibility very seriously. We will do all we can to provide you with an excellent patient care experience. You can feel confident that Jersey City Medical Center has among the finest physicians, nurses, healthcare professionals and support staff in the state. The hospital serves as a regional referral, teaching hospital and provides the highest level of care for women and infants, trauma and cardiac patients. Our professionals use the latest technologies and procedures to provide you with state-of-the-art care and compassion. Our mission is Enhancing Life and our priorities are Patient Safety, Patient Engagement/Satisfaction and Clinical Quality. Our goal is to be a nationally recognized hospital.

Providing you with a positive patient experience is central to all we do. Your feedback about your experience is highly valued. After you leave the hospital, you may receive a confidential survey in the mail. Please know that the leadership team reviews all responses and uses them as part of our ongoing quality performance improvement programs. Your responses are grouped together to provide us data and your name is never shared by the survey company.

We are proud of our efforts. Members of our hospital staff are focused on every aspect of your care. We will keep you informed about testing and treatment, and help you plan for discharge. Our staff prides themselves on being responsive to your needs and concerns in a timely manner. If you have any questions or special needs, please let us know. We are striving and working diligently to provide you with the best possible care and are here to help you in whatever way we can.

Once again, thank you for choosing Jersey City Medical Center–Barnabas Health. I am honored you have entrusted us with your care.

Sincerely Yours,
Joseph F. Scott, FACHE
President and CEO



Joseph F. Scott, FACHE
*President and Chief
Executive Officer*

To reach our president and CEO, dial 5925 from your hospital room phone.

- Kenneth F. Garay, MD
Chief Medical Officer:
201-915-2832
- Rita Smith, RN, DNP,
Chief Nursing Officer
Senior Vice President of
Patient Care Services:
201-915-2000, ext. 3333
- Brenda Hall, RN, MS,
NE-BC, CPHQ, CPPS
Senior Vice President/
Patient Safety:
201-915-2000, ext. 3333
- Raul Pamplona, Patient
Advocate: 201-915-2041
- Mark Rabson, Corp.
Director of Public Affairs:
201-309-2725
- Susan Lanning, RN
Director of Corporate
and Residential
Relationship Program:
201-915-2897



About Us

OUR ADDRESS

Jersey City Medical Center
355 Grand St.
Jersey City, NJ 07302

Your Opinion Counts

Soon after your discharge, you may receive a confidential patient satisfaction survey in the mail. Please take the time to complete and return the survey. Your feedback is an important part of our goal of improving the care and services we provide.



The Jersey City Medical Center is located on a 17-acre campus overlooking the New York Harbor and Liberty State Park. The campus presently includes three facilities, the Wilzig Hospital, the Provident Bank Ambulatory Center, and the Medical Office Building, which offers many outpatient services and also houses the Cristie Kerr Women's Health Center. The hospital serves as a regional referral, teaching hospital and provides the highest level of care for women and infants, trauma and cardiac patients. The Jersey City Medical Center is a teaching affiliate of several medical schools. Inside our spacious facility, natural light bathes your room and the Statue of Liberty gleams outside your window. All around you the best and brightest medical professionals use the latest technologies to provide you state-of-the-art compassion. Our hospital is the only "Magnet Designated Hospital" for "Nursing Excellence" in Hudson, Union or Essex counties.

Mission & Vision

The Four Pillars of Jersey City Medical Center – Barnabas Health

Our vision is to be in the top 10 percent in our four pillars of:

- Patient Safety
- Clinical Quality
- Engagement/Satisfaction
- Economic Health

Mission Statement of Jersey City Medical Center - Barnabas Health... "Enhancing Life"





Telephone Directory

■ General hours of operation are weekdays,
9 a.m. to 5 p.m.

Administration	201-915-2011
Admitting	201-915-2050
Antenatal Test	201-369-2000 x6300
Behavioral Health	201-915-2272
Billing Office	201-716-5770
Cardiac Testing	201-915-2448
Center for Comprehensive Care	201-204-0004
Chaplain	201-915-2080/2162
Concierge Services	201-915-2897
Corporate and Residential Relationship Service	201-915-2897
Corporate Compliance Hotline	1-800-780-1140
Counseling and Testing Department for HIV and STDs	201-204-0004
Crisis and Mental Health Hotline	866-367-6023
Emergency Department	201-915-2200
Fannie E. Rippel Heart Institute	201-915-2525
Food and Nutrition Services	201-915-2057
Gift Shop	201-915-2000 x3505
Housekeeping	201-915-2067/2085/2593
Information Desk	201-915-2507/2508
Liberty Health Foundation	201-377-6057
Liberty Wound Care	201-946-6888
Maintenance	201-915-2035
MASSH–Medical and Social Services for the Homeless	201-204-0004
Medical Dental Staff	201-915-2505
Medical Records	201-915-2152
Notary Public	201-915-2041
Outpatient Pharmacy	201-915-2166
Patient Advocate	201-915-2041
Public Affairs	201-309-2725
Radiology	201-915-4157
Rehabilitation Services Inpatient Rehab	201-915-2943
Outpatient Rehab	201-915-2410
Respiratory Therapy	201-915-2560
Security	201-915-2045
Social Work/Case Management	201-915-2070
Switchboard/Operator	0
Telephone/Television	201-915-2044

MAIN NUMBER

201-915-2000

Patient Information

201-915-2507 or 2508

Patient Hospitality Desk in Main Lobby

201-915-2507 or 2508

Billing

201-716-5770

Security

201-915-2045

Corporate Volunteer Services

201-309-2739

Volunteer Services

201-309-2739

Help line within the hospital

2045

call this number 24/7

Please visit us at
www.barnabashealth.org/jcmc

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



During Your Stay

■ We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.



Visiting Guidelines

Visitors enter the hospital through the main lobby entrance. After regular hours, visitors should use the Emergency Department entrance. To provide our staff with the space it needs to provide the best patient care, we limit the number of visitors in your room at one time. Visitors should respect our visiting hours. To protect patient privacy, your visitors should stay in your room or in the main lobby cafeteria area. We ask visitors not to bring children under 14 years old to the hospital. Visitors should avoid close contact with sick patients and wash their hands or use sanitizer hand gel before and after coming into contact with a patient. All visitors must comply with wearing any protective gear (gloves, masks, gowns) if told to do so. This is for the patient's protection and also for the visitor's protection. Visitors will be expected to show identification.

JCMC cannot deny visits based upon race, color, national origin, religion, sexual orientation, gender, gender identity/ expression or disability, and patients have the right to choose who may or may not visit them.

Visiting Hours

General

7 a.m. to 10 p.m.

Pediatrics

7 a.m. to 10 p.m.

One parent or primary caregiver for the child may have 24-hour access to visit his or her children. Siblings, at least 2 years old, may visit on Tuesday and Thursday from 3 p.m. to 5 p.m.

Maternity

7 a.m. to 10 p.m.

Birth partners or significant others may stay overnight when appropriate. All visitors must obtain a picture pass provided by the hospitality desk. All visitors must present a valid state or county ID. (Foreigners may use their passport.)

Adult Intensive Care MICU/CCU/SICU

Patients in our critical areas need rest and quiet. Visiting is from 6 a.m. to 7 a.m. and 8 a.m. to 7 p.m. and again from 8 p.m. to midnight. Only two visitors may visit patients in the medical, or surgical ICU and CCU.

Psychiatry

Monday through Friday,

5 p.m. to 6:45 p.m.

Saturday, Sunday and holidays,

1 p.m. to 2 p.m. and 5 p.m. to 6:45 p.m.

Only two visitors at a time.

In your room, we have a whiteboard. It has important information for you from our caregiver team. Please ask your caregiver questions about your plan of care.



Neonatal Intensive Care Unit (NICU)

Parents may stay 24 hours a day.

Grandparents may visit when accompanied by a parent. Only two visitors at a time may stay at the bedside.

No visitors are allowed during shift change and intravenous fluids change at 6:30 a.m. to 7:30 a.m. and 6:30 p.m. to 7:30 p.m. for 60 minutes. Parent with an ID bracelet can visit any time and duration desired. Two visitors are allowed at a time for each patient; this includes the person with ID bracelet. Visitors are allowed only when accompanied by the identified person with the ID bracelet holder.

Adult visitors, except parents, are allowed to stay for 30 minutes. Sick adult visitors are NOT allowed to visit.

Sibling visitation for ages 3 years and older is allowed on Sundays between 2 p.m. and 5 p.m. only with prior approval of immunization card review by the neonatologist.

All visitors must obtain a picture pass provided by the hospitality desk. All visitors must present a valid state or county photo ID. (Foreigners may use passports.)

Parking

Parking facilities are available for the convenience of your visitors. Handicapped parking facilities are available. There are automatic doors located on the ground floor entrance for easy accessibility.

On exiting the lot, a fee is needed to release the gates. This charge is to defray the cost of maintaining and protecting the parking areas. Discounted parking is available for patients while at the hospital. Please check with your case manager.

We also have valet parking for visitors

available during weekday visiting hours.

Please pull into the circle.

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

Calling Your Nurse

A nurse call button is within your reach whenever you are in bed. Press the “nurse” button and a staff member will answer your call promptly.



Leave Your Valuables At Home

If you have valuables, such as jewelry, cash or keys, please give them to a relative or friend to take care of during your stay.

Contact lenses, eyeglasses, hearing aids and dentures should be stored in a container or case labeled with your name in your bedside table when not in use. Please don't put them on your bed or food tray or wrap them in tissues or napkins—they may be damaged or lost.

Never leave your personal property unattended—even temporarily. Never bring your own oxygen tank, wheelchair, cane or walker.

All hospitals are public places. Please take precautions to safeguard your valuables while you are here. Barnabas Health cannot be held responsible for the loss of money or other valuables kept in your room or in your



During Your Stay

possession.

If you can't send your valuables home with a relative or a friend, please have them locked in our safe during your stay. Please contact Security for more information.

Small items can be locked in the mini-safe located in most patient rooms.

Interpreters

We have multilingual staff available to interpret for you during your stay. The Language Line also is available for spoken language interpretation either in person or via the Internet. The Video Language Line is available for American Sign Language (ASL) interpretation. Please let your nurse know if you are in need of these services and they will be arranged for you.

Rapid Response Team – Medical Emergency

A person's condition can change suddenly, including symptoms that could be considered life-threatening. Quick assessment and treatment should be initiated as soon as possible. Some examples are: chest pain, difficulty breathing, change in mental status (confusion, unresponsive, slurred speech), large amount of bleeding, new onset or uncontrolled pain, or increased weakness (especially if on one side of the body). Anytime you notice a significant serious worsening change in a person or patient's condition (including yourself), call the hospital operator by dialing 8 while on hospital property to initiate the Rapid Response Team.

Who can call a Rapid Response at Jersey City Medical Center?

Anyone who observes a person (patient, visitor or staff member) with a change

in the patient's condition that requires immediate medical attention. The Rapid Response Team will respond and assess the patient. When you dial 8, inform the hospital operator that you need the Rapid Response Team. Give as much information as possible including the patient's name, room number and location, and stay with the patient until the Rapid Response Team arrives.

Telephone

Upon purchasing your phone service, you will be able to receive phone calls directly and make personal phone calls to the local calling area (Hudson County and parts of Bergen and Essex). A complete list of local calling exchanges can be obtained from our Telephone/TV representatives. Calls outside the local calling area will require third-party billing (charging to a home phone, calling collect or using a calling card). For your convenience, calling cards are sold in our gift shop on the first floor.

You must dial 9 plus the number to make a call outside the hospital.

A TDD (telecommunication device for the deaf) setup telephone and amplifier is available upon request. Please let our hospital staff know of your need for these services on or before your admission.

TV

Televisions are available free of charge.

In addition to regular broadcasting channels, there are free educational programs available. Follow the prompts on the TV screen to access them. On the maternity floor, there are special programs on Channels 31 and 32. If you need help



turning your television on, please call ext. 2044 or 718-458-2211. Chapel services are on channel 45.

Free Wi-Fi

Jersey City Medical Center provides free Wi-Fi access in our Emergency Department and all inpatient areas so patients and their visitors can connect to the Internet.

Mail and Flowers

Our hospital staff and volunteers deliver your mail and packages directly to your room. Flowers also are delivered directly to your room. Please note that flowers and balloons are not allowed in the Intensive Care Units.

Home Medications

Do not bring your medicine from home. Keep an accurate list of the medicine you take so you can give that list to your doctor.

Clergy

You may have a priest, rabbi, minister or someone from your faith visit you during your hospitalization. If you want to contact your spiritual adviser, please call Pastoral Care at ext. 2162.

Hourly Rounding

During rounding, a member of your healthcare team will check to see if your needs are met. We will ask you questions regarding pain, position and the need for bathroom assistance. This is a good time for you to ask a question or share concerns and make sure you have everything you need.

Gift Shop and Starbucks Kiosk

Starbucks Kiosk (featuring coffee, newspapers, tea, pastry, soup, sandwiches, fruit salad and other delicacies)

Located in the main lobby

Monday to Friday: 8 a.m. to 8 p.m.

Saturday and Sunday: 8 a.m. to 6 p.m.

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

Gift Shop (featuring gifts, magazines, flowers, candy and snacks)

Located in the main lobby

Monday to Friday: 9 a.m. to 8 p.m.

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

Free Internet

All of our rooms are equipped with free Internet access for your laptop. See page 30 for additional information.

User: liberty

Password: guest

Meals

Patients place their orders with one of the hospital's dietary technicians simply by picking up their room phone and calling ext. 7777. Through the use of an elaborate software system and touch screen computers, technicians can see the patient's name and floor, room and bed number when the call comes in.

Patients' special diets are noted on the computer (whether it be a diabetic, caloric controlled, cardiac or low sodium diet), with any food items not recommended or exceeding the allotted daily amount are immediately flagged. Technicians then can have the patient modify or change their request. Orders are electronically transmitted to the kitchen to be prepared for you. Then, a specific time is set for delivery (about 30 minutes).

All your meals during your stay at the



During Your Stay

Jersey City Medical Center have been nutritionally analyzed and approved by our team of registered dietitians.

If your doctor has prescribed a special diet for you, a dietitian will visit or talk with you if you have a consult order from your doctor).

Typical diets that your doctor may prescribe for you include:

- Regular diet (with no nutritional restrictions), which follows nutritional guidelines for caloric intake based on age, weight and height.
- Cardiac diet (modified for sodium and certain types of fat content). This diet has been prescribed to improve outcomes and healthier lifestyle.
- Diabetic diet (modified for simple sugars, total carbohydrates and certain types of fat content). This diet has been prescribed to improve outcomes and healthier lifestyle.
- Renal diet (modified for sodium, potassium, phosphorous and in some cases, fluid intake).
- Modified Consistency diet (modified for patients with chewing and or swallowing difficulties).

Where is the Cafeteria?

Located in the first floor lobby, visitors are welcome to dine in the cafeteria, which is open Monday through Friday, except designated holidays.

(Open to the Public)

Monday through Friday

Breakfast: 6:30 p.m. to 9 a.m.

Lunch: 11 a.m. to 2 p.m.

■ Clear and Full Liquid Diets generally are prescribed transitionally until able to eat solid foods.

■ Culturally specific meals are available. These include kosher, halal and vegetarian. Our menu includes a variety of meal selections for all age groups.

We hope that you enjoy our meal service and we are determined to exceed your expectations. If there is anything we can do to make your stay more accommodating, please contact the clinical nutrition manager at 201-915-2829 or director of food and nutritional services at 201-915-2169.

Jersey City Medical Center offers Enhanced Dining via Room Service

Room service meals provided for patients by your nurse are honored until 11 p.m. Room service requests for meals by patients from 7 a.m. until 7 p.m.

Breakfast

Please dial ext. 7777 between 7 a.m. and 9 a.m. to place your breakfast order.

Lunch

Please dial ext. 7777 between 11 a.m. and 1 p.m. to place your lunch order. While ordering your lunch order, please also provide us with your dinner selection to be served between 5 p.m. and 6 p.m.

If you are a diabetic patient who is receiving insulin, please order your meal(s) immediately after receiving your insulin and inform your nurse.

Please call 2057 between 9 a.m. and 5 p.m. if you need assistance regarding your nutritional needs.



Vending Machines

Snacks are available in vending machines located in the Emergency Department waiting room and in the cafeteria.

Healthy choice vending also is available on selected patient units.

Pharmacy

The inpatient pharmacy is open 24 hours.

Barnabas Health Retail Pharmacy at Jersey City Medical Center

For your convenience, Jersey City Medical Center – Barnabas Health 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. Located in the main lobby, 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. For pharmacy hours or questions, call 201-915-2166.

Smoking

Smoking is not permitted anywhere in the hospital or on hospital grounds.

Fire Safety

We periodically conduct fire and disaster drills. If you hear an alarm, return to your room and follow the nurse's instructions.

DO NOT USE THE ELEVATORS during drills or a fire emergency (Code Red).

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 (201-915-2045) or the corp. director of public affairs (201-377-6057) if you have concerns about someone taking pictures or video using a camera or video recording device, including a camera phone. Posting of patients' information on any form of social media (including websites, Facebook, Twitter and similar networks) also is not permitted and is considered a violation of patients' confidentiality.

“Boldness be my friend.”

Speak Up!

Take charge of your care.

During your stay, your doctors, nurses and staff will treat you and your family as partners in your own 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 to your care and treatment, and to overall hospital services.



In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.

STAT NOTE

- Write down any questions you have
- Choose one support person to communicate with the doctors and staff if you can't speak for yourself
- Keep a list of doctors you see and the medications they prescribe

STEP UP & SPEAK UP SPEAK UP

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

PAY ATTENTION

Make sure you're getting the right treatments and medications.

EDUCATE YOURSELF

Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE

Pick a trusted family member or friend to be your advocate or support person.

WHAT MEDS & WHY

Know what medications you take and why you take them.

CHECK BEFORE YOU GO

Use a hospital, clinic, surgery center or other type of healthcare organization that meets quality standards.

PARTICIPATE IN YOUR CARE

You are the center of the healthcare team.



Rights & Responsibilities

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay. More information is provided on a poster inside your room. This is a summary of the patient rights poster.

You Have the Right to:

- ✓ be informed of the hospital's rules and regulations as they apply to your conduct.
- ✓ expect privacy and confidentiality in treatment consistent with providing you with good medical and psychiatric care.
- ✓ receive considerate, respectful care at all times and under all circumstances.
- ✓ expect prompt and reasonable responses to your questions.
- ✓ have your pain assessed and treated.
- ✓ know who is responsible for authorizing and performing your procedures or treatments.
- ✓ know the identity and professional status of your caregivers.
- ✓ know what patient support services are available, including access to an interpreter.
- ✓ have access to your medical records according to hospital policy.
- ✓ be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing healthcare requirements after your discharge in terms you can understand.
- ✓ be informed of medical alternatives for care or treatment.
- ✓ refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.

- ✓ receive access to medical treatment or accommodations regardless of race, age, gender, sexual orientation, gender identity, national origin, religion, disability, ability to pay or sources of payment.
- ✓ know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- ✓ participate in the decision-making process related to the plan of your care.
- ✓ have access to professionals to assist you with emotional and/or spiritual care.
- ✓ participate in the discussion of ethical issues that may arise.
- ✓ express concerns regarding any of these rights in accordance with the grievance process.
- ✓ complete an advance directive—appoint a medical power of attorney to make healthcare decisions to carry out your wishes.

You are Responsible for:

- ✓ providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- ✓ reporting unexpected changes in your condition to your healthcare providers.
- ✓ informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- ✓ following the treatment plan recommended by your healthcare providers.



Rights & Responsibilities

- ✓ keeping appointments and, if you cannot, notifying the proper person.
- ✓ knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers' instructions.
- ✓ being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care, conduct and safety.
- ✓ being considerate of others by respecting your roommate's and other patients' privacy, and by limiting visitors.
- ✓ observing the hospitalwide no smoking policy.
- ✓ using hospital facilities and equipment appropriately.
- ✓ fulfilling your financial obligations.
- ✓ observing the hospitalwide no weapons policy. Any weapon will be confiscated and disposed of.
- ✓ observing the hospitalwide no smoking policy.
- ✓ remaining out of restricted areas.
- ✓ refraining from calling patients after 10 p.m.
- ✓ refraining from providing food to patients unless otherwise ordered from a physician.

Your Visitors are Responsible for:

- ✓ complying with visiting hours as they are posted.
- ✓ complying with the rules and regulations of this hospital.
- ✓ ensuring that no children are left unattended at any time, whether in the patient room, hospital corridors or waiting areas.
- ✓ observing safety regulations.
- ✓ being considerate of others by respecting all patients' privacy and limiting visiting hours.
- ✓ maintaining a quiet atmosphere.

Concerns

If you have concerns about the care you or your family member received, we encourage you to speak with your physician or with the nursing supervisor. **If you feel that your issue wasn't resolved, you may contact the patient advocate or you can write to the New Jersey Department of Health at:**

Complaint Program
Division of Health Facilities Evaluation
CN367
Trenton, NJ 06825-0367
or call 800-792-9770

Individuals who want to file a complaint against a DNV accredited hospital, please contact the DNV via email at: hospitalcomplaint@dnv.com
Or mail the DNV Healthcare corporate office:

Attn: Hospital Complaint
DNV Healthcare Inc.
400 Techne Center Dr., Suite 100
Milford, OH 45150-2792

Or you may call toll-free at 866-523-6842.



YOU'RE IN CHARGE

Errors can occur during your hospital stay. These are rare but can involve medications, procedures or paperwork—for example, being given salt with a meal when you're on a salt-free diet, or receiving someone else's medical forms.

You can help prevent errors by taking charge of your care. Be sure to:

- stay informed about your medical condition
- know the details of your treatment plan
- understand the tests and procedures you will undergo

Your doctor can answer these questions. Take notes when you speak with your doctor, or have a trusted friend or family member take notes for you, so you can refer to them later. Also ask for any written information your doctor may be able to provide about your condition and/or treatments. Remember—you're in charge.

Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and technicians. The following information will help make your hospital stay safe and comfortable.

Don't Be Afraid to Ask...

Be sure to:

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

Stay Safe *continued*

Fighting Infections

While you're in the hospital to get well, you should know that there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

You, 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 you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

Adult Diapers

We are an adult diaper free organization in order to prevent skin breakdown, which can be caused by excessive skin moisture. We will continue to work with your needs to ensure your comfort. Your safety is our priority!

A pressure ulcer, sometimes called a bedsore, is when the skin and tissue below it gets hurt, usually by constant pressure. Pressure ulcers commonly form where your bones are close to your skin (ankles, elbows, back, heels and hips). They start as red areas, but can hurt skin and muscle if not treated quickly. You are at risk if you are bedridden, use a wheelchair, are unable

to change your position for long periods of time, have loss of urine and/or stool control, or do not eat or drink enough.

For your safety:

- Get involved with your turning schedule by repositioning every 15 minutes
- Let staff know if you need changing
- Tell your nurse if you have pain
- Notify your nurse of any red or sensitive areas you notice, as soon as possible

Your nurse will:

- Check your skin at least daily
- Limit pressure to high-risk areas by repositioning
- Keep your skin free of moisture
- Assess your need for a special mattress covering

Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

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

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc. When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check. Remember—you play an important role in helping to reduce medication errors.



Patients of **all ages are at risk of falls** because of medications that may make them **dizzy, weak or unsteady.**

Know Your Meds

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

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

{ **KEEP A WALLET-SIZED NOTEBOOK
OF ALL MEDICATIONS YOU ARE TAKING.**

Preventing Falls

Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures, or they’ve been sitting or lying down for too long. For your safety, please:

- Always call for assistance before getting out of bed.
- Wear properly-fitting shoes with nonskid soles.
- Keep the call button within easy reach.
- Have necessary items within reach, such as your glasses, tissues, the telephone and anything else you need.
- When you get assistance, rise slowly from your bed or chair to prevent dizziness.
- Walk close to the wall and hold onto the handrail while in the bathroom.

**DVT:
LOWER YOUR RISK**

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death. When you’re hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following warning signs:

A leg cramp or charley horse that gets worse

Swelling and discoloration in your leg, upper arm or neck

Unexplained shortness of breath

Chest discomfort that gets worse when you breathe deeply or cough

Light-headedness or blacking out

Diagnosis

Our lab can identify drug-resistant organisms taken from samples of blood, urine, stool and wounds. X-rays and other tests also can help us to identify infections from areas in the body where it is difficult to obtain lab samples. Tell your doctor about signs and symptoms that you have, and if you know that you carry, or have had infections from an MDRO such as Methicillin-Resistant Staphylococcus Aureus (MRSA) or Clostridium Difficile, which is referred to most times as C. Diff.

Remember to ask your nurse or doctor if you have any questions about how to stay safe.

What is a MDRO?

Multidrug-Resistant Organisms (MDROs) can cause infections that are difficult to treat. An MDRO is a germ that has become resistant to one or more classes of antibiotics. This means that infections caused by an MDRO are harder to treat with antibiotics. MDROs are becoming more common, but there are ways to prevent these germs from spreading and ways to prevent new drug-resistant germs from emerging.

To help prevent infections:

Get Vaccinated. Barabas Health employees are offered a number of vaccines to prevent illness, which keeps our staff healthy and lowers the risk of spreading infections to you. Vaccines also are available to you and are encouraged. Speak to your doctor or nurse should you have any questions about vaccines.

Contain Germs. If you are found to carry a germ that could cause infections in other patients, visitors and staff, we will place you on certain precautions in a private room to prevent the spread of germs to others. Staff and visitors will wear protective equipment such as gowns, gloves and/or masks to prevent spreading germs to others in the hospital.

Check tubes and drains. Urinary catheters, IVs and other tubes and drains are sometimes needed for your care, but they also can provide a route for germs to enter your body. While in the hospital, our staff will assess and care for them routinely to help prevent infections, and will remove when no longer needed for your care.

After Prevention Comes Treatment

It is not always needed to treat an infection with an antibiotic; sometimes a wound can be cleaned out and it will heal without any need for antibiotic therapy. If you have an infection that needs to be treated with antibiotics, our laboratory can use the samples taken from blood, urine, stool and wounds to assess which antibiotics are the best for treatment.



What are Your Advance Directives?

What Are Advance Directives?

An advance directive is a document that allows you to direct who will make healthcare decisions for you and to state your wishes for medical treatment if you become unable to decide for yourself. Your advance directive may be used to accept or refuse any procedure or treatment, including life-sustaining treatment. You do not need a lawyer to complete advance directives.

Advance Directives

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance. Contact a patient advocate for assistance.

If you did not bring your advance directive with you to the hospital, please have your family or trusted friend bring it to the hospital for your record.

Here is a brief description of each kind of directive:

Living Will

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

Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to carry out your wishes. Be sure to discuss this with the person before naming him or her as your 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. A healthcare proxy is especially important if you have no close family or your most trusted friend or companion is not your next-of-kin.

Bioethics Consultation Service

You have the right to contact our Ethics Committee on any ethical concern during your hospital stay. The Ethics Committee may help when you or your family is uncertain or confused about what course of action to take—such as what should family members do when they disagree about what is best for the patient; when should life-prolonging treatments be started, continued or stopped. You may contact the Ethics Committee through the patient advocate or palliative care nurse practitioner. There is no fee for these services.

Palliative Care Program

We have a Palliative Care Program run by a board-certified geriatrician and palliative care nurse practitioner. You have the right to ask your physician to contact our team so it can provide you and your family with the information and guidance you need to explore your options for palliative care.



Your Privacy & Information

Privacy & Your Health Information

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

Who must follow this law?

- Doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare 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

You have rights over your health information

Providers and health insurers who are required to follow this law must comply with your right to:

- File a complaint

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

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare 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

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

Right to Obtain Your Medical Record



Do You Have Pain?

Pain Management

☐ You are the expert about how you are feeling.

Be sure to tell your doctor or nurse when you have any kind of pain. To help describe your pain, be sure to report:

- When the pain began.
- Where you feel 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 your medicine helps with the pain, how many hours of relief do you get?



USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.

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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“In the field of observation,
chance favors only the prepared mind.”

Also see *Preparing for Discharge*
on page 26

Don't Leave Until...

6 things to know before you walk out that hospital door.

When it's time to be released from The Jersey City Medical Center, your physician will authorize a hospital discharge. This doesn't necessarily mean



If You Disagree

You may appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare." This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver may appeal the decision.

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before leaving the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This will always be your doctor and nurse, but may involve a social worker or case manager, if your needs are more complex. You and your caregiver should meet this person relatively early in your hospital stay or well before your expected discharge date.

Don't Leave Until... *continued*

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

1. Discharge summary. This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done, and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. Also having a list prepared by the hospital is a good way to double-check the information.

3. Rx. A prescription(s) for any medications you need.

4. Follow-up care instructions. Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you 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



If you think you need help after discharge, be sure to tell your nurse to **request Case Management Services** at no cost to you.

or your caregiver has any questions pertaining to your after-hospital care

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an out-patient setting. Be sure to speak with your nurse or physician to get all the details you need before you leave.

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

Home Healthcare

Part-time healthcare provided by medical professionals in a patient's home to maintain or restore health. It includes a range of skilled and non-skilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as bathing and meal preparation. Medicare defines home healthcare as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment (DME)

Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs and special hospital type beds for home. DME is sometimes paid for under Medicare Part B and Part A for home health services. Please contact your case manager for additional information.

Assisted Living

An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on-site. Most facilities have social activities and provide transportation to doctor's appointments, shopping, etc.

Acute Rehabilitation

A short-term stay providing intensive, physical, occupational and speech therapies, post injury

or surgery or to regain highest level of functioning possible.

Nursing Home/Short-term Rehab

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and are also called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

Hospice

A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.



Preparing for Discharge

When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or 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.



Going Home

■ When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are a few tips to make the discharge process run smoothly:

- If you think you need help after discharge, be sure to tell your nurse to request Case Management Services at no cost to you.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.
- Remember to take all your personal items home.

What a Hospital Bill Covers

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

The hospital is responsible for submitting bills to your insurance company and you must provide the hospital with information to expedite your claim. You also should remember that your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. You may be asked to sign an assignment form so the hospital can send bills to your insurance company.

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 are listed on each other's insurance policies, both parents carry their children on their individual policies,



or 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.

Medicare

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare deductibles and co-insurance are covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state-funded program.

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.

Uninsured?

If you have no insurance coverage, Jersey City Medical Center – Barnabas Health financial counselors can inform you of programs for which you qualify. Call 201-716-5770.

Jersey City Medical Center offers financial assistance and reduced-charge financial assistance, which is available only for medically necessary care. An application for determining eligibility may be obtained through the Business Office by calling 201-716-5770. Jersey City Medical Center will make a written determination of eligibility for assistance within 10 working days from the time of submission of the completed application with all required documentation.

Jersey City Medical Center is required by state law to provide these services to qualifying patients. A patient has up to one year from the date the service is provided to apply for financial assistance and reduced-charge financial assistance.



Preparing for Discharge

Enhancing Life Tours

The Jersey City Medical Center conducts scheduled tours of the facility for small groups. The tours are known as "Enhancing Life Tours." These tours are designed to help promote the hospital and help increase awareness of our programs and give members of the community a chance to help support of fundraising efforts as we increase services. After discharge, please contact the LibertyHealth Foundation at 201-377-6057 for more information.

How You Can Help

If you would like to support Jersey City Medical Center with a tax-deductible donation, a representative can visit at your request. Call 201-377-6057 Monday through Friday, 8:30 a.m. to 5 p.m., for more information.

For Self-Pay Patients

If you anticipate difficulties in meeting your portion of expenses, please contact our credit supervisor at 201-716-5770 as early as possible to make credit arrangements. The hospital accepts cash, checks, Discover, MasterCard and Visa.

Rx 4 NJ

If you need help with paying for prescription medicines, you may be eligible for discounted or even free medicines. Call 888-793-6765 (888-RX-FOR-NJ) or log on at: www.rx4nj.com. You will be asked a few short questions to determine your eligibility and then shown the programs and discounts for which you qualify.

Stroke

ACT FAST (Face, Arm, Speech and Time)

Jersey City Medical Center is a state designated Primary Stroke Center and is the proud recipient of the American Heart/American Stroke Association Get With The Guidelines Stroke Gold Plus Quality Achievement Award for the third consecutive year. If you notice any of these signs in a patient or visitor, immediately notify a member of our staff and dial 8. If you're outside of the hospital, dial 911 or your emergency medical services. Get to a hospital right away!

- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden, severe headache with no known cause

If you would like to speak with our stroke program coordinator, please dial 201-915-2000, ext. 3518, and ask for the stroke coordinator.



After Your Discharge

Continuum of Care Call Center

■ The discharge process can be an overwhelming experience. Here at Jersey City Medical Center, the Continuum of Care Call Center will help you to transition home safely by providing the necessary information to assist you in managing your health after discharge. Our vision is to empower patients and their families to become our partners in managing their health after discharge while promoting lifestyle changes.

After you are discharged home, you may be receiving a call from one of our nurse care advisors within 72 hours. During the call, we will help you and your caregiver understand and follow discharge instructions, review medications prescribed, discuss disease specific early warning signs using self-management zones and ensure that you are healthier. Other benefits of working with a nurse care advisor are:

- Medication information
- Follow-up appointment scheduling assistance
- Educational group sessions/health fair information
- Personalized health management tools called

“Self-Management Zones”

The Self-Management Zones are available for diabetes, heart attack, open heart surgery, chronic obstructive pulmonary disease, pneumonia, heart failure and falls. If you would like a copy of one of these zones, please ask your primary nurse.

Jersey City Medical Center cares about

your health, in and out of the hospital. Our nurse care advisors aim to make your transition home seamless, with the ultimate goal of continued health. “Life is better healthy” and the Continuum of Care Call Center are working to help you stay healthy once you are back home. For more information, please contact 855-485-5888 or continuumofcare@libertyhcs.org.

Welcome to Emmi Solutions!

Here at Jersey City Medical Center, we want our patients to be empowered and take control of their healthcare. Our job is to provide you with the tools and information to do just that. During your stay here, your nurse will assign a personalized computer based interactive education program. You will be able to watch it here at the medical center and after discharge.

In addition, you will get a special access code so not only can you watch the program here during your hospital stay, but you can watch it at home, or send the link to family and friends who you would like to be involved in your care

What is Emmi®?

Emmi® is a web-based program that takes complex medical information and makes it simple and easy to understand. Using a soothing female voice and animation, you can watch an Emmi program to help you prepare for your upcoming procedure or manage your chronic condition.

Emmi® programs answer frequently asked questions, and you can view the program in the comfort of your own



After Your Discharge

home or anywhere that has Internet access. During your hospital stay, your nurse can assign you an Emmi® module that goes over your procedure, your condition, your stay in the hospital, and your discharge.

Laptops are available on every unit and will be brought to you so that you can watch your Emmi® module at the bedside. Each Emmi® program takes about 20 minutes to watch. You can view them as many times as you like. As you watch the program, you also can write notes and questions that you can print out at the end.

Wealth From Health

Wealth from Health® is an innovative reward points program to empower you, as a patient, to effectively manage your chronic health condition as a true partner in your care. This is a free, voluntary program with tangible rewards to you. You will be assigned a Wealth from Health® Champion Navigator, who will support you and provide you basic, effective, practical tools and education to ensure that you can take control of your health.

As a program participant, you will receive a picture ID membership card, which will allow you to get discounts with several vendors throughout Hudson County with expansion planned.

For confidential information, referrals and assistance, call the Wealth from Health® Champion Coordinator at 201-388-1290.

Or you may complete a brief form online at WealthFromHealthNJ.org. Follow us on Twitter for health tips at [@WealthHealthNJ](https://twitter.com/WealthHealthNJ).

Instructions for Wireless Internet Access at Jersey City Medical Center

Access is available for those with currently supported versions of Windows and Apple operating systems and can be used at most locations throughout the hospital. The Jersey City Medical Center Information Systems Department has put together the following instructions to help visitors log on to the public wireless Internet.

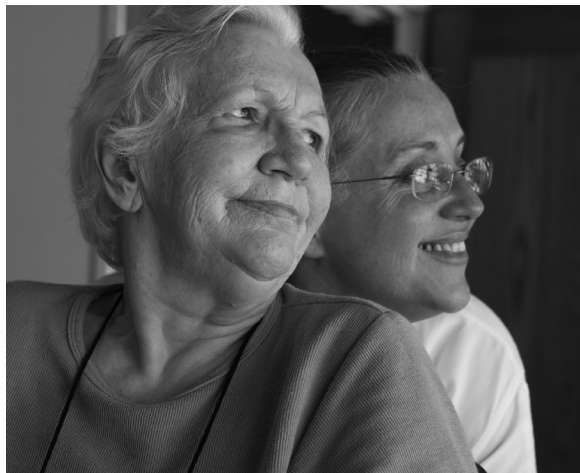
**Note: Devices purchased before 2003 may not be supported by the JCMC wireless and may have some difficulty connecting.*

Windows Laptop

1. Left click once on your Wireless Network icon usually located at the bottom righthand corner of your screen.
2. You now will see a list of wireless network connections. Select the network LibertyHealth-WiFi and click connect.
3. You will see the connected indicator next to LibertyHealth-WiFi.
4. When prompted enter the username: liberty and the password: guest.
5. Open your Internet browser and click enter.
6. You are now on the Jersey City Medical Center website.

For the Caregiver

Your role as a patient advocate



While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the Caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But downtime is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

**know what condition
your loved one is
being treated for.**

patient’s rights

**Know your patient’s rights and
responsibilities (see *Rights and
Responsibilities* on page 13).**

advance directives

**Know whether or not your loved
one has an advance directive
and if so, what it specifies.
(see *What are your Advance
Directives* on page 19).**

ask questions

**If your loved one is too ill or
reluctant to ask questions,
make note of his or her concerns
and any you may have and don’t
be afraid to speak up
(see *Speak Up!* on page 12).**

what’s next?

**Will your loved one need home
care or care at another facility?
Ask to speak with a case manager
to find out what your options are
(see *Preparing for Discharge* on
page 26).**



Giving Back

Helping Us Help Others

■ The LibertyHealth Foundation identifies and cultivates private, philanthropic support for Jersey City Medical Center (JCMC). Its role is to assist in finding new and sustained funding for capital equipment, meaningful community health services, and special projects to assist JCMC in fulfilling its mission of Enhancing Life.

Your gifts to the LibertyHealth Foundation are fully tax deductible and are used exclusively for the programs, facilities and services of Jersey City Medical Center. Donations can be made in the form of cash, checks payable to LibertyHealth Foundation, credit card, real property, stocks or other securities. Gifts can be made to a specific purpose, for general support or to honor a loved one. The LibertyHealth Foundation also provides services to assist donors in making estate-planned gifts that leave a lasting legacy to the community.

For more information, contact the LibertyHealth Foundation office at 201-377-6057 or visit its website at www.libertyhcs.org/foundation. Donations also may be mailed to LibertyHealth Foundation, 242 Barrow St., Jersey City, NJ 07302.

Organ and Tissue Donation

Organ transplants save thousands of lives each year. However, many people do not properly declare their wishes to donate. NJ Sharing Network has established The New Jersey Organ and Tissue Donor Registry to help make families aware of their loved ones' wishes. Because family consent is required for a donation, here are some ways to share your decision with your family:

- Tell your family that you want to be a donor.
- Ask your family to sign your donor card as a witness. If you have already signed a card, show it to them and indicate your decision on your driver's license.
- If you are renewing your driver's license or are getting your license for the first time, be sure to tell the agent at your local MVA that you wish to have the organ donor designation on your license.
- Join the New Jersey Organ and Tissue Donor Registry online.

Volunteer

Jersey City Medical Center volunteers provide a variety of personal services. You will meet them on the patient floors and in the gift shop. They escort incoming patients to their rooms, deliver mail and packages, fill water pitchers and much more. If you would like to join our volunteer team, please contact the Office of Volunteer Services at: 201-309-2739.

Auxiliary

The Jersey City Medical Center Auxiliary is a service corps of dynamic men and women who work on special projects to benefit Jersey City Medical Center, its patients and their families. The JCMC Auxiliary was active in restoring the Rose Garden near the hospital's main entrance and has raised funds to help purchase vital medical equipment for the Neonatal Intensive Care Unit (NICU) and the Emergency Department. If you are interested becoming a member of the Auxiliary and helping make JCMC a better place, please call the LibertyHealth Foundation office at 201-377-6057 for more information.

Staff Definitions

Physicians

Ext. 2160

■ Your primary care physician, a resident physician on duty or a hospitalist will supervise your care while you are in the hospital.

Nurses

Ext. 2300

In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by nursing assistants and nurse patient care technicians. The nursing staff is available around the clock.

Patient Advocate

Ext. 2041

Your comfort and well-being is our first concern. Our patient advocate is here to assist you and your family in the following ways:

- Answer questions about hospital and patient rights and policies
- Act as liaison among hospital staff, administration and you
- Address any complaint or grievances you may have
- Provide assistance on any ethical concerns or questions you may have
- Listen to your suggestions and compliments about hospital, staff and services

Dietitians

Ext. 3917

A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.

Rehabilitation Therapists

Ext. 2943

Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness. To schedule an appointment for Pulmonary Function Test, please call 201-915-2560.

Outpatient Rehab

201-915-2410

We provide outpatient physical therapy, occupational therapy, speech therapy and audiology services to patients of all ages. Please call to schedule an appointment.

Respiratory Care Service

201-915 2560

We provide Outpatient Pulmonary Function Tests on Tuesdays. Call to schedule an appointment.

Technicians and Technologists

Ext. 4157

Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Case Managers/Social Workers

Ext. 2070

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

Pharmacists

Ext. 2060

While you are in the hospital, all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.



Resources

Clergy

A priest, imam, rabbi, minister or someone from your faith may visit you during your hospitalization. Please call Community Services at ext. 2162 if you want to contact a member of the clergy.

Ext. 2162

Volunteers

201-309-2750

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 delivering mail and flowers, operating the gift shop and escorting patients.

Community Services

Adult Protective Services 201-295-5160

DYFS (Division of Youth & Family Services) 877-652-2873

Domestic Violence Hotline 800-572-7233

EMS and Medical Transports 201-324-5022

I Quit Smoking 800-45-SMOKE
800-457-6053

JCMC Physician Referral Line
(Find a Physician) 855-JCMC-DOCS

Medical and Social Services for the Homeless (MASSH) 201-915-2980

N.J. Ombudsman Complaint Hotline
877-582-6995

N.J. Protection & Advocacy 609-292-9742

N.J. Sharing Network - Organ Donation
www.sharenj.org 800-742-7365

N.J. Violent Crimes Compensation Board
800-242-0804

N.J. Self-Help Clearing house (Support Groups) 800-367-6274

S.A.V.A. (Sexual Assault Victims Assistance) 201-915-1234

Behavioral Health Services

Jersey City Medical Center
Detox Program 201-915-2193

Mental Health Services
Behavioral Health 201-915-2272

Outpatient Behavioral Health Services
915-2272

Inpatient Detoxification 915-2193

Psychiatric Emergency
Screening Services 915-2210

Caregiver Resources

www.aoa.gov

Caregiver resources from the Administration on Aging

www.caregiving.com

Online support groups and articles on caregiving

www.alznl.org

Great NJ Chapter of the Alzheimer's Association. Information and resources on Alzheimer's and other forms of dementia

Eldercare Locator

800-677-1116

www.eldercare.gov

Help with locating aging services throughout the U.S.

800-MEDICARE

www.medicare.gov, then search for caregivers

Official U.S. government site for people with Medicare



National Alliance for Caregiving

www.caregiving.org

Support for family caregivers and the professionals who serve them

Caregiver Action Network

202-454-3970

www.caregiveraction.org

Support for caregivers of chronically ill, aged or disabled loved ones

Hotlines & Helplines

Jersey City Medical Center
Crisis and Mental Center Hotline
866-367-6023

Support groups for recently discharged patients and members of the community.

Alzheimer's Support Group

Call 201-309-2725 for more information.

Barnabas Health In-House Pharmacy

We now offer a Barnabas Health in-house pharmacy located in our main lobby. This pharmacy is operated to help you fill your prescriptions prior to discharge. You can reach it directly by calling 201-915-2166.

Bereavement Support Group

Support group for those individuals coping with the loss of a loved one.

Third Wednesday of the month

6:30 p.m. to 7:30 p.m.

Contact: Nancy Pain at 201-915-2058 or Pam Saporita 201-915-2073

Breast Cancer Survivor Group

Call 201-309-2725 for more information.

Diabetes Self Care Education

6:30 p.m. to 7:30 p.m. the first Thursday of each month. Attendees must preregister because space is limited. Family members of the diabetic are encouraged to attend.

To register for the sessions, please email Corraine Lisio at Clisio@libertyhcs.org or call 201-915-2948.

Healing Hearts and Connecting Hands

Support group for cardiac patients and those who have had interventional cardiac procedures and well as their caregivers. fourth Monday of each month (except May, third Monday) 6:30 p.m. to 8:30 p.m.
Contact: Susan Weiss, RN MS 201-384-2751

Sickle Cell Support Group

Support group for those with sickle-cell anemia (SCA) or drepanocytosis and their caregivers.

Meets once every three months

Contact: Jennyfer Morel, BSN, RN in the Barnabas Health Wealth from Health Program at 201-324-3515



Resources

Voice of the Customer

Jersey City Medical Center and Barnabas Health value and review suggestions from members of the communities we serve. We invite our patients and their families also to become engaged in the decision-making process of our hospital. We call this the "Voice of the Customer." You can be a "Voice of the Customer" by participating as a member of one of our key process councils and or committees. These committees are composed of patients, concerned community members, staff and physicians. The medical center is a not-for-profit organization governed by volunteers who serve in a number of capacities.

If you are interested in serving on a committee or want to make a suggestion, please contact:

Raul Pamplona–Patient Advocate

Jersey City Medical Center
355 Grand St.
Jersey City, NJ 07302
rpamplona@libertyhcs.org
201-915-2041

or

Mark Rabson – Corp. Director of Public Affairs

Jersey City Medical Center
355 Grand St.
Jersey City, NJ 07302
mrabson@libertyhcs.org
201-309-2725



Honor the compassion and care bedside nurses provide their patients everyday.

The DAISY Award for Extraordinary Nurses at Jersey City Medical Center

The DAISY Award was established by the DAISY Foundation in memory of J. Patrick Barnes who died at 33 of ITP, an autoimmune disease. The Barnes family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this national award to say thank you to nurses everywhere.

**Look for nomination forms on main website and next to drop-off boxes located on each lobby.
The Daisy Award will be presented every month.**