PATIENT GUIDE

Community Medical Center | RWJBarnabas HEALTH

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Community Medical Center

Tobacco and Smoke Free Campus

The hospital campus is tobacco and smoke free. This means that smoking and the use of all tobacco products including electronic cigarettes are prohibited inside all buildings and anywhere on the grounds throughout the campus. Please be sure to speak to your nurse or doctor for more information about how to quit smoking.

Welcome to our patients

We are pleased that you have chosen Community Medical Center, a RWJBarnabas Health facility, for your health care. Our exceptional physicians, nurses, employees and volunteers will do their best to ensure that your hospitalization is clinically superior and as comfortable as possible.

In selecting Community Medical Center, you are being treated at one of the eleven acute care hospitals of the largest health care delivery system in New Jersey and one of the leading systems in the nation. RWJBarnabas Health also includes three acute care children's hospitals and a leading pediatric rehabilitation hospital, a freestanding 100-bed behavioral health center, ambulatory care centers, geriatric centers, the state's largest behavioral health network, comprehensive home care and hospice programs, fitness and wellness centers, retail pharmacy services, a medical group, multi-site imaging centers and four accountable care organizations.

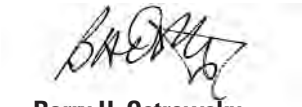
Our 32,000 employees, 9,000 physicians and nearly 1,000 residents and interns provide treatment and services for more than two million patient visits each year. We strive at all times to provide the finest quality care in the optimum healing environment.

RWJBarnabas Health receives widespread recognition for clinical excellence and patient safety. Among our nationally renowned services are: New Jersey's only certified burn treatment facility (top 10 in the U.S.); world-class cardiac surgery services for adults (regionally ranked by U.S. News & World Report as high performing in cardiology and heart surgery); heart transplant program (ranked 2nd of adult programs in the U.S., performed more than 700 transplants); pediatric cardiac surgery in partnership with NYU School of Medicine; New Jersey's only lung transplant program; two kidney transplant centers, (ranked 3rd of 240 programs in the U.S.); primary and comprehensive stroke centers; certified advanced heart failure and acute coronary syndrome programs; wide range of robotic surgery services; renowned neurology and neurosurgery program; highly respected assistive reproductive technology program; comprehensive cancer services for adults and children; and the full spectrum of women's and children's services.

As your partner in promoting the healthiest lifestyle for you and all of the members of our communities, RWJBarnabas Health continues our mission by offering programs and services to ensure your safety and introduce paths for wellness. Should you have a particular need, please call 1-888-724-7123 or visit our website at www.barnabashealth.org.

Thank you for choosing Community Medical Center. Our entire team wishes you good health.

Cordially,



Barry H. Ostrowsky
President and Chief Executive Officer
RWJBarnabas Health

Your Stay with Us

Communicating To Meet Your Needs: Do You Need An Interpreter?

If you do not speak English or prefer to use another language, please tell your nurse. We will provide you with a language line telephone to talk to you.

Si el inglés no es el idioma que prefiere para comunicarse, por favor hágaselo saber a su enfermera. Le proporcionaremos una línea telefónica de interpretación de idiomas para ayudar a comunicarnos con usted.

Kung ang Ingles ay hindi ang wikang gusto mo sa pakikipag-usap, pakisabi sa iyong nars. Magbibigay kami sa iyo ng linya ng teleponong may interpreter upang makakatulong sa amin sa pakikipag-usap sa iyo.

The Patient Experience

Our goal is to deliver high-quality, compassionate, Patient-centered care. Our patients come first, and we are devoted to ensuring each patient experiences superior service.

Every one of our employees plays a role in shaping and enhancing our patients' experiences. We expect all of our staff to do what is in the best interest of our patients and their families every day, in every moment.

We know:

- you expect an environment that is clean and safe.
- that healing occurs faster when we reduce your anxiety by making certain your pain is controlled.
- when we keep you informed and involved with your care, particularly helping you to understand your medications, that your road to wellness is faster.

All staff are required to wear photo identification badges. Your health care team should introduce themselves when they enter your room and explain their role in your care. As part of our Patient Safety Initiatives, please expect that our team members will be checking your identification bracelet often and asking you to state your name so that your identity can be verified.

Should you have any concerns during your stay, please speak to your nurse or contact the Department of Patient Satisfaction at ext. 18078.

Meeting your Needs

Community Medical Center is committed to providing quality and compassionate health services to all persons regardless of age, race, religion, sexual preference, national origin or disability. Community Medical Center will strive to recognize the dignity of all persons and to assure that those who rely on the hospital feel physically, spiritually and emotionally safe and secure.

Hearing Needs

Community Medical Center will provide appropriate auxiliary aids and services to patients who are hearing impaired or require the use of a sign language interpreter. Community Medical Center subscribes to Deaf Talk, an electronic system that allows us to communicate with deaf or hard-of-hearing patients. Patients who communicate through sign language may be provided a qualified interpreter free of charge who will work with the patient and the health care team if requested.

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

Spiritual Needs

Dealing with an illness is hard and can create a very stressful time in our lives and the lives of our families and friends. Community Medical Center's chaplain and clergy team are available to support you and your family during this time. In addition, Pastoral Care Services works closely with our Social Work Department to ensure your family is aware of the support programs that are available within the community. To reach the Pastoral Care Services team, please call ext. 12778. An Interfaith Chapel is located on the first floor. The Chapel is open 24 hours a day.

Support and Guidance Needs

Undergoing medical care can be stressful. It is important to have a trusted family member or friend serve as your support person to help you remember questions you may want to ask and/or answers to the questions you have asked. Please identify your support person to us so that we can include them in conversations about your medical care.

Managing Your Valuables

We strongly urge you to send your valuables, including cash, credit cards and jewelry home. If necessary, valuables can be secured within the hospital's Security Department, where they will remain until you are discharged.

We recognize that you will need to keep your eyeglasses, hearing aids and/or dentures with you during your stay. Please be certain to keep these items in a safe location in your room, as we cannot be responsible for these items. Do not place important items on your meal tray, in tissues or napkins or in drinking cups as they may become lost. Utilize the storage compartments in your bedside table or bedside stand and always use a denture cup to store dentures.

Lost and found

To inquire about an item that has been lost, call ext. 18078.

Dietary Needs:

Our Food Services Department is able to provide many different types of foods. Please speak to your nurse about any special dietary needs you may have.

Kosher food disclaimer:

This institution serves pre-packaged and frozen food items that have been represented, by the vendor to have been prepared and packaged under requirements for proper kosher handling. Such items may or may not be included in the following categories: meat, poultry, fish, eggs, flavors, filling and cremes, natural or health foods, wine and grape products, dairy products, pareve foods, shortening and oil, emulsifiers breads, rolls, challah, bagels, bialys, cakes, pastries, doughnuts. Items are served in their original packaging, and not co-mingled with non-kosher food items.

You many also visit the kosher pantry on the first floor. For maternity patients, there is a kosher pantry located within the unit.

For additional information regarding our kosher foods, please contact a representative from the Food Service Department at ext. 11226.

Honoring Your Wishes – Making Health Care Decisions

You and your doctor know more about your health and your health needs than anyone else. Choices about your medical treatment should be made between you and your doctor.

Advance Directives

Your right to make health care decisions will be discussed with you throughout your hospital stay. Under New Jersey law, you have the right to plan ahead for your health care. Your Advanced Directives will instruct others how to care for you if you are unable to decide for yourself due to illness or accident. Should you wish to complete an Advanced Directive or have questions, please ask to speak to a member of our Social Work Department at ext. 18076. In addition, if there is a question or disagreement about your health care wishes, we have a Bioethics Committee that can assist.

POLST (Physician Orders for Life Sustaining Treatment)

Another way to make your wishes known is through the development of a POLST form. Your POLST form will travel with you and must be honored in all health care settings. You can modify your POLST form at any time by speaking with your doctor. For more information, please ask your doctor.

Bioethics Committee

This committee is comprised of physicians, nurses, administrators, social workers and other health care workers who provide assistance, free of charge, to patients, families and health care professionals who are faced with extremely difficult medical decisions.

You can speak with a member of the Bioethics Committee anytime by calling the Operator and asking to speak to a member of the Bioethics team.

Organ and Tissue Donation - The Gift of Life

The concept of organ and tissue donation deserves thoughtful consideration by everyone, for one donor can change the lives of up to 75 individuals. A federal law now requires hospitals to perform specific blood tests for all patients who may be a candidate for organ or tissue donation in the future as part of their routine care. If you have chosen to be an organ donor on your driver's license, your wishes will be honored. For more information about organ donation, or to obtain an organ donor card, contact the New Jersey Organ and Tissue Sharing Network at 1.800.SHARE.NJ, or speak to a nurse or doctor.

Your Rights

As a patient you have certain rights provided to you by law and regulation. Your first right is the right to be informed of these rights prior to the starting or stopping of care. These are your rights regardless of your age, color, race, religion, national origin, sex, sexual preference, sexual orientation, gender identity, gender expression, genetic predisposition, handicap or disability, marital status, pregnancy status, ability to pay or source of payment or for services in the United States Armed Forces.

You have the right to:

- Know the *risks, benefits and alternatives to proposed treatments or procedures.*
- *To know the names and functions of all those who provide care, treatment and services to you.*
- Receive information in easy to understand terms that will allow you to give an *informed consent.*
- *Physical Privacy and Confidentiality* regarding medical care.
- *Participate in your plan of care,* including notifying your family or physician of admission and discharge planning.
- *Pain management.*
- *Refuse care,* treatment and services, including medications after receiving information that you can understand.
- *Be informed* about the outcomes of care, treatment and services.
- Receive information and communication in an *understandable manner and preferred language,* including the provision of interpreter and translation services as soon as possible.
- Receive information and communication in a form that *accommodates vision*, hearing, speech or cognitive impairments.
- Receive, in terms that you understand, information about your medical condition, including recommended treatment, risks, expected results and reasonable alternatives.
- Formulate *advanced directives* and have staff honor those directives.
- Be informed of the hospital's policies and procedures regarding life-saving methods and the use or withdrawal of life-support mechanisms.
- Receive a reasonable response to reasonable requests for services.
- Leave the *hospital against the advice* of a physician.
- Examine and receive an *explanation of the bill* for services regardless of the source of payment.
- Receive a copy of the hospital's payment rates, regardless of the source of payment.
- Be *informed of what your health care needs will be* after discharge.
- Receive *assistance from the health care team in arranging follow-up*

care and public or private assistance to which you may be entitled.

- Receive *sufficient time before discharge to have arrangements made* for your health care needs after discharge.
- Be told by the hospital about the *discharge appeal process.*
- Receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to federal law, your discharge date must be determined solely by your medical needs, not by "DRGs" or Medicare payments. All *Medicare patients will receive a detailed notice* about these rights and how to appeal these decisions during your admission.
- *Be transferred to another hospital if this hospital is unable to provide the care that you need or when you request to be transferred.*
- *Receive an explanation from the physician as to why you are being transferred, the risks, and the arrangements made by the hospital.*
- *Select providers of goods and services after discharge.*
- Receive a *Notice of Privacy* Practices.
- Request *privacy protection.*
- *Have prompt access to your medical record.*
- *Access protected health information* in a reasonable time frame and be able *to request copies* of medical record information for a reasonable fee.
- *Amend protected health information.*
- Request accounting of disclosures of protected health information.
- Be free from any forms of *restraints or seclusion* as a means of coercion, retaliation or convenience.
- The *least restrictive restraint* or seclusion to be used only when necessary to ensure patient safety.
- *Care regardless of your age,* color, race, religion, national origin, sex, sexual preference, sexual orientation, gender identity, gender expression, genetic predisposition, handicap or disability, marital status, pregnancy status, ability to pay or source of payment or for services in the United States Armed Forces.
- Receive care in a safe and dignified environment, *free from all forms of abuse,* neglect, harassment and/or exploitation.
- Be treated with courtesy, consideration and respect for your dignity and individuality.

- To have access to individual storage space for the storage of your personal belongings.
- Protection and respect of your rights if you are participating in a *human research clinical trial once you have consented.*
- *Be informed when the hospital has allowed other health care and educational institutions to participate in your care.*
- *Contract directly with a New Jersey licensed registered professional nurse of the patient's choosing for private professional.*
- Have a *support person* during care provided if it does not interfere with the rights of other patients or the care processes.
- *Receive in writing the hospital's rules about visitors. Consent to receive the visitors* who you designate, including but not limited to a spouse, domestic partner (including a same sex domestic partner), another family member or a friend. To withdraw your consent to receive any visitor at any time.
- The extent that this hospital places limitations or restrictions on visitation, the right to set any preference of order or priority for your visitors to satisfy those limitations or restrictions.
- Present your grievance to the staff member designated by the hospital to respond to grievances and to receive a timely response to those concerns.
- Treatment and medical services without discrimination based on your age, color, race, religion, national origin, sex, sexual preference, sexual orientation, gender identity, gender expression, genetic predisposition, handicap or disability, marital status, pregnancy status, ability to pay or source of payment or for services in the United States Armed Forces.
- All patients are offered a personal copy of the Patient's Bill of Rights upon registration at the facility. The patient's acceptance/declination is recorded in the registration system.
- *Lodge a concern with the state and/or other accrediting organization* whether you have used the hospital's complaint and concerns process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization. Contact information is listed in the green box on the next page.

Our Patient Experience Promise

RWJBarnabas Health's ultimate goal is to deliver high quality, compassionate, family-centered care. Our patients come first, and we are devoted to ensuring each patient experiences superior service.

Every one of our employees, no matter their title or job description, plays a role in shaping and enhancing our patients' experiences. We expect all of our staff to do what is in the best interest of our patients and their families every day, in every moment.

At RWJBarnabas Health, we always have time for our patients and we work together as a team to care for all aspects of their needs.

We are privileged to be present during the most vulnerable moments of our patients' lives and pledge to provide care in an empathetic, kind and respectful manner.

We know that being in the hospital can be very stressful and the amount of information we provide could be overwhelming. To help you once you are home, you will receive a follow-up telephone call from us shortly after discharge. This will allow you to ask any questions that you may have now that you are home. In addition, you may receive a survey asking you to evaluate your stay at the hospital. Your feedback is very valuable as we continue to improve our care and services and strive to always meet or exceed your expectations.

You and your loved ones are a vital part of our organization. We commit to you that we will work together to resolve your concerns as quickly as possible.

Ensuring your safety and comfort is important to us. Expressing your concerns to us as they develop provides us with the opportunity to make things right during your stay. Our staff and leaders are available to you to address any concerns or contact our Patient Satisfaction Department at ext. 18078 for assistance in addressing your concerns. In addition, every patient or patient representative has the right to contact any of the agencies listed below to voice their concerns.

In addition, we recognize your right to contact the New Jersey Department of Health, The Joint Commission, our Accrediting Organization or the State Quality Improvement Organization. Contact information for those organizations is listed below:

- ❑ NJ Department of Health Complaint Hotline at 1.800.792.9770.
- ❑ Office of Quality Monitoring at The Joint Commission 1.800.994.6610 or via e-mail at complaint@jointcommission.org.
- ❑ The Office of the Medicare Ombudsman's at www.cms.hhs.gov/center/ombudsman.asp.
- ❑ State Quality Improvement Organization: Livanta at 1.866.815.5440.

Your responsibilities as a patient

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

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

Keeping You In Touch

Visiting Hours

To provide quality care and privacy to our patients and to foster a healing environment, we ask that you observe visiting hours as posted in the main lobby and on our website.

Cellular Phones and Cameras

As part of our continuing efforts to maintain patient privacy and confidentiality while promoting a healing, soothing environment; the taking of photographs and videos is not permitted. In addition, we encourage patients and visitors to be considerate when using cellphones as sounds tend to travel and may disturb other patients. Please consider stepping off the patient care unit when using your cell phone.

Free WiFi

RWJBarnabas Health offers patients and families free WiFi Internet access.

Step1

Locate the WiFi settings on your device and add our network name in all Caps:
BHGUEST
(note: our network name is not broadcasted)

Step 2

Set the Security type to
WPA2 / WPA2-PSK

Step 3

Enter the password: **bhwifi!!**

In the event that users still cannot connect to the network, please direct them to contact our RWJBarnabas Guest Wireless Support Desk at 877-265-7582.

A Special Note for Family, Support Persons and Friends

For the comfort of our patients, we ask that our visitors observe the following:

- Please limit the number of visitors at the bedside to two and be considerate about the length of your visit.
- Whenever possible, ask the nursing staff if there are specific times when your presence would be beneficial to the patient's comfort or your peace of mind.
- Please do not adjust any siderails, cribrails or equipment that may be in use without consulting the nurse.
- Assist us in creating a quiet, soothing and healing environment.
- Clean your hands upon entry and exit of the hospital room.
- Adhere to the policy regarding visiting hours.
- Visitors who are visibly ill (i.e. sneezing, coughing, etc.) should not visit.
- Please check with the nurse regarding dietary restrictions before offering any food/beverage to a patient.
- You may be asked to leave the room during a physician visit or treatment. This is to respect the privacy of our patients.
- Because you know your loved one best, you may "sense" that "something just does not look or feel right" even when this change may not be obvious to the staff. As partners in the care process, if you feel your family member is experiencing a worsening of their condition that the staff do not seem to be aware of, please bring this change to the attention of the patient's nurse so that they can conduct an evaluation of the situation. In addition to the patient's nurse, we maintain a team of specially trained clinicians who are able to come to the bedside and assist the nursing staff in assessing patients who are experiencing a worsening condition. This team is called our Rapid Response Team. We encourage our patients and visitors to access the Rapid Response Team if they feel additional help is needed by dialing ***111.
- Visitors and support persons **must get help from clinical staff** whenever there is a real or perceived need to connect or disconnect devices or infusions.

Managing Your Pain

Pain management is an important part of your healing. It is important that we work together to manage your pain and keep you as comfortable as possible.

Help us to help you by telling us:

- when you have pain.
- when your pain medication is not working.
- if you have any concerns about taking pain medication.
- if you are experiencing any side effects from your pain medication such as nausea, constipation, dizziness, itching, etc.
- any other questions or concerns you may have about your pain.

Speak Up!

Everyone has a role in making health care safe. Health care organizations across the country are working to make health care safety a priority. You, as the patient, play a vital role in making your care safe by being an active, involved and informed member of your health care team.

The "Speak Up™" program urges patients to get involved in their care. *(See box below).*

S Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

P Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't be afraid to ask questions.

E Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

A Ask a trusted family member or friend to be your advocate.

K Know what medications you take: how and why you take them and their side effects.

U Use a hospital clinic, surgery center, or other type of health care organization that has undergone rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission.

P Participate in all decisions about your treatment.

You are the center of the health care team.

We continually look for opportunities to improve the care and services we offer by looking to those who provide services and those who receive our services to help us identify quality and safety concerns. We value your input on how we can continue to improve the quality and safety of the care we provide. Should you have a concern or suggestion, we encourage you to contact our our Patient Satisfaction Department at ext. 18078.

Preventing Infections

Keeping you safe and preventing infections is a priority to us. The single most important thing you and your visitors can do to help prevent infections is to always wash/clean your hands and make sure that EVERYONE who touches you also washes/cleans their hands. It is okay to use either soap and water or the hand sanitizers. You and your visitors should not be afraid or embarrassed to speak up and ask those who are caring for you to wash/clean their hands.

To use hand sanitizers, 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, including between your fingers until they are dry.

Wash your hands with soap and warm water for at least 15 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.

Key times to wash/clean hands are upon entering or leaving a room, before eating and after using the restroom.

Vaccinations- Make sure that your vaccinations are current–even for adults.

Keeping Safe and Healthy

1. Don't share personal items. Toothbrushes, towels, razors, handkerchiefs and nail clippers can all be sources of infectious agents (bacteria, viruses, and fungi).

2. Cover your mouth when you cough or sneeze. Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more. Cover your mouth and nose to prevent the spread of infection to others. Keep tissues handy at home, work and in your pocket. Be sure to throw away used tissues and then clean your hands. Avoid sneezing or coughing into your hands; use the fold area of your elbow to provide protection.

3. If you are sick, stay away from other people. Stay home if you have a fever. Call work or school and let them know you are sick. When you go for medical treatments, call ahead and ask if there's anything you can do to avoid exposing people in the waiting room.

Flu (Influenza) Vaccine

The virus that causes flu changes every year and that is why getting the flu shot every year is important. The flu is a serious disease that can spread easily from one person to another. It is never too late to get the flu shot.

Who Should Get the "Flu Shot"?

Everyone over the age of 6 months of age should get the flu shot every year.

The best time to get the flu shot is between October 1 and March 31 each year. It takes about two weeks for the flu vaccine to take effect. Please ask your nurse for more details.

Pneumonia (Pneumococcal) Vaccine

The pneumonia vaccine protects you from certain types of pneumonia. Pneumococcal disease can lead to serious illness and even death.

Who Should Get the "Pneumonia Shot"?

- All patients age 5 to 64 who smoke, have diabetes, asthma, COPD (chronic obstructive pulmonary disease), kidney disease or HIV.
- All adults 65 and older if they have not received the vaccine previously.
- Anyone over 2 years of age who has long-term health problems.
- Anyone over 2 years of age who has a disease that lowers the body's resistance to infection (renal failure, organ transplant, Hodgkins, lymphoma, myeloma, absence of spleen, HIV).
- Anyone over 2 years of age who is taking any drug/treatment that lowers the body's resistance to infection.
- Residents of long-term care facilities.

Please talk to your doctor or nurse about the vaccine.

Medications

Your Medication List

Whenever you visit any member of your health care team, it is important that you bring a list of all of the medications that you are taking. This list should include over-the-counter products, vitamins, herbal remedies and other supplements. The list should include the dose and how often you are should be taking the medication. Never hesitate to ask questions about this list or the side effects to your medications.

Always keep this list up-to-date. Anytime your medications change, update the list. If you need help, ask your doctor, nurse, pharmacist or family member to help you. Carry your medication list with you.

When you are leaving us, we will provide you with a new updated list of medications. Your physician and nurse will review this list with you and provide you with instructions on how to take your medications and additional information regarding the side effects of these medications. Never hesitate to ask questions about your medications. Please share this list with your other health care providers that you will visit following your discharge.

Medications from Home

If you bring your medications with you, please show them to your nurse, and the hospital will safely store this for you during your hospitalization or request your family take them home for you.

Helping You Move Safely

At Community Medical Center, we want to make your stay as safe and comfortable as possible. In order to help ensure maximum safety, comfort and quality of care during your stay, we have instituted the following safe lifting and repositioning procedures:

- Introduced advanced patient handling equipment and repositioning aids.
- Adopted new safe lifting guidelines designed to prevent injury to you as well as members of our nursing staff.
- Initiated an awareness campaign to inform our patients, their loved ones, and hospital staff members of the need to practice safe lifting at all times.
- Manual lifting of patients is discouraged in all but exceptional medical emergencies or life threatening situations.

- Patient self-mobility and independence are encouraged whenever practical. Safe patient handling equipment, including electrically powered patient lifts, will be used to assist you in the event you are unable to lift yourself.
- Patients who are medicated or cannot follow directions, and who require physical assistance, may be required to use the safe patient handling equipment.

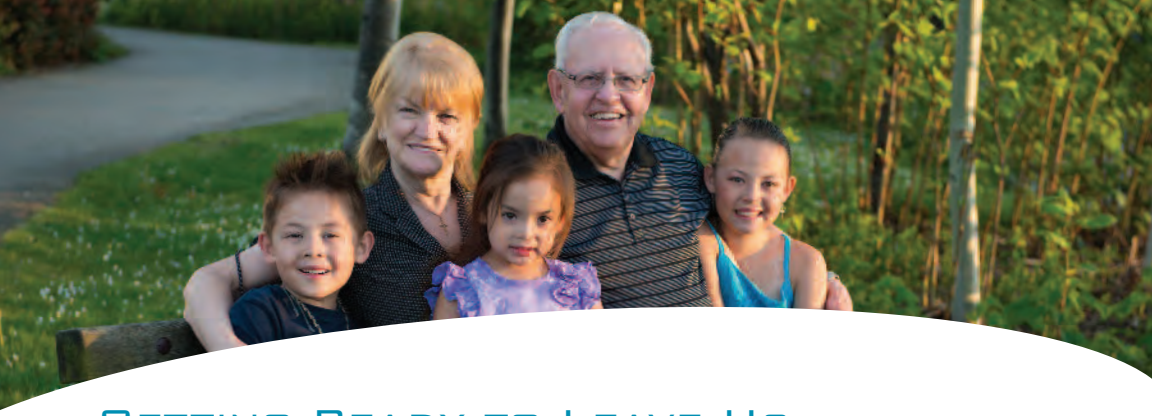
We sincerely appreciate your cooperation.

Staying Healthy

Health screenings

Many health issues can be prevented through early detection and treatment. Take advantage of our ongoing community health and wellness programs that offer screenings for certain health related conditions such as high blood pressure, diabetes, and skin cancer. Most screenings are provided at no cost or for a nominal fee.

Visit **barnabashealth**.org/**community** for our monthly calendar.



Getting Ready to Leave Us

Planning for your discharge begins on your first day with us. Our goal during your stay in the hospital is to start you on the road to better health. Ensuring that you understand the next steps and are involved in making those decisions is important. Members of your health care team will provide you with choices and help guide you through making the decision that is right for you. Remember to ask questions and be certain you understand how to take care of yourself or loved one before you leave. Detailed instructions on how to care for yourself are given when you are leaving, but you should never hesitate to contact us should you still have questions.

Understanding Your Insurance Coverage and Your Bill

The following information has been provided to help patients understand the billing practices of this institution and to help them identify both their responsibilities as well as those of the hospital.

Utilization review

Under Chapter 83 of New Jersey State Law, all patients admitted to Community Medical Center, regardless of type of insurance coverage, must have their need for admission and continued stay in the hospital evaluated by the Case Management Department.

Patient Responsibilities for Bills

- Familiarize yourself with your insurance coverage.
- Make it a practice to always carry your health insurance cards with you.
- Review your coverage prior to needing services.
- Know the co-pay and deductible amounts for which you are responsible. You will be asked about this at the time of service.
- Know the type of insurance plan in which you are enrolled: Managed Care (POS, HMO, PPO) or Indemnity. If you are covered by Medicare, know if it is a traditional plan or through an HMO.

- Know what your carrier requires in order to submit a claim: policy number, pre-certification, group number, referral from primary care provider and employer name.
- Know what physicians and services are covered under your plan.
- If you are covered by more than one plan, know which plan is primary and which is secondary.
- Know the mailing address of your carrier for claim submissions and inquiries.

Financial Counseling

Community Medical Center offers in-house financial counselors to assist you with obtaining state Medicaid coverage or financial programs to qualified recipients. Patients who do not qualify for these programs can be set up on a payment plan. Please call ext. 18160 for assistance in any of these programs. Payments can be made at our Cashier Window, located just off the main lobby on the first floor. For your convenience, we accept Visa, MasterCard, Discover, and American Express.

Billing

Once the Business Office submits a claim on your behalf, your insurance carrier should notify you of its processing/payment decisions via an Explanation of Benefits (EOB). This will summarize the charges incurred during your stay and the payment made to the hospital as well as the amount you are responsible for. The EOB will outline any co-pays, coinsurances or deductibles for which the patient is responsible. Co-pays and deductibles are due at the time of service. This should help in determining any balance billing that you should receive from the Business Office of Community Medical Center.

For questions about your bill, please contact the Business Office at 1.855.277.1316.

Professional charges

Our attending physicians are independent contractors or private attending physicians not employed by our hospital, unless otherwise indicated. Community Medical Center contracts with independent groups of specialized physicians, such as radiologists, emergency medicine physicians, radiation oncologists, pathologists, anesthesiologists, and other doctors who may be called upon to take part in your medical care. These physicians are independent contractors, not employed by Community Medical Center, who will bill you separately for the services they provide. It is recommended that you always speak with your physician regarding their identity and their affiliation with our hospital.

After Discharge

Obtaining copies of your Medical Records

Should you require a copy of your medical record, please contact our Health Information Management Department at ext. 18136. In order to protect your privacy or the privacy of your loved one, proper identification will be required to obtain your medical record. Our staff will assist you in completing the required paperwork to obtain a copy of your record.

Accessing Your Health Information via the Patient Portal

RWJBarnabas Health patients in our facilities and emergency departments can now enroll for access to the RWJBarnabas Health Patient Portal. A secure website that allows easy, immediate, secure and free access to your medical information — including your current medications, allergies, immunizations, health issues and past select lab results, as well as educational materials. The Patient Portal can be accessed from anywhere with an Internet connection.

To enroll while you are a patient in our facility or emergency department:

- Provide your email address to our staff member or nurse; you will receive a security code, which will be used to claim your invitation online.
- Look for an email invitation from RWJBarnabas Health that contains a secure, unique link for you to complete registration.
- Enter your security code; confirm your name, date of birth and zip code; then choose a username, password, and a security question and answer.
- Once enrolled, access your account at https://barnabashealthpatientportal.iqhealth.com.

BARNABASHEALTH.ORG

Please visit us on the RWJBbarnabas Health website at www.barnabashealth.org. The website is simple to use and designed to provide information about the many varied health care services within the system to help you in meeting your health care needs.

With a simple click you can take advantage of interactive tools available on our site like taking a cardiac risk assessment, watching video interviews with our expert physicians discussing answers to frequent questions in a number of medical specialties, as well as learn about special programs and technology and get easy directions to all sites. Click again to check out our calendar of events and health-related topics we sponsor weekly on cable television. Our website also can assist you in selecting physicians affiliated with RWJBarnabas Health by specialty or by insurance programs.

Get Social with Us

Important phone numbers

To reach the following departments from within Community Medical Center, simply dial the extension listed. When calling from outside the hospital, dial the main number, followed by the extension when prompted.

Main Number	732.557.8000 or "0"
Blood Donation	ext. 18140
Business Office	1.855.277.1316
Cashier	ext. 11275
Case Management	ext. 18076
Center for Diabetes Education	732.349.5757
Center for Kids & Family	732.505.KIDS (5437) ext. 13200
Center for Women's Health	732.341.1400
Coffee Shop	ext. 11270
Emergency Room	ext. 18080
Environmental Services (Housekeeping)	ext. 18005
Financial Counseling (Charity Care)	ext. 18160
Foundation	ext. 18131
Gift Shop	ext. 11273
Guest Services	ext. 12100
Infection Control	ext. 11067
Lost and Found	ext. 18078
Medical Records	ext. 18136
Nutrition and Food Services	ext. 11226
Organ Donation	1.800.SHARE.NJ
Pastoral Care	ext. 12778
Patient Information	ext. 18003
Patient Satisfaction/Patient Representative	ext. 18078
Physician Referral Service	1.888.724.7123
Security	ext. 11955
The Lighthouse	1.800.621.0096 ext 13210
Social Work Services	ext. 18076
Volunteer Services	ext. 18129

If you do not have a primary care physician, please call our free Physician Referral Service at 1.888.724.7123 for a referral.

Community Medical Center | RWJBarnabas HEALTH

99 US Highway 37 West, Toms River, NJ 08755

www.barnabashealth.org