



START PLANNING

Your Discharge Now!

REMEMBER TO SPEAK UP

*Ask questions and
voice concerns*

ESPAÑOL

Página 38

HOSPITAL TELEPHONE DIRECTORY *Inside*

**Robert Wood Johnson
University Hospital
Somerset**

**RWJBarnabas
HEALTH**

www.rwjuh.edu / 908-685-2200



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*The Centers for Medicare and Medicaid Services' Nursing Home Compare ratings

*CareOne at
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A Senior Care Company

Trust in Our Care

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Robert Wood Johnson | RWJ Barnabas
University Hospital | HEALTH
Somerset

110 Rehill Ave.
 Somerville, NJ 08876

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Welcome to Robert Wood Johnson University Hospital Somerset

RWJ Health Connect

Sign up for our new online tool to access your lab, X-ray and other test results, contact your doctor's office, refill medications, schedule appointments and request referrals. Go to www.rwjuh.edu and click on RWJ Health Connect to set up a secure account.

Welcome to Robert Wood Johnson University Hospital Somerset, a member of RWJBarnabas Health. Your care and well-being are our greatest concerns, and we want your visit with us to be as comfortable as possible. We believe we have the finest physicians, health care staff and medical technology in Central New Jersey to treat you and assist in your recovery. Our staff is committed to achieving the highest levels of patient satisfaction and quality, and can assist you with any questions or special needs you may have.

This Patient Guide has been designed to help you understand our hospital routines and procedures, and describe some of the special services available to you at Robert Wood Johnson University Hospital Somerset. If you need any further information, please do not hesitate to ask your health care provider.

We are pleased you've chosen Robert Wood Johnson University Hospital Somerset for your medical needs, and we welcome any comments or suggestions you may have during your visit. Please feel free to contact our Patient Experience Department at 908-685-2430.





About Us

Robert Wood Johnson University Hospital Somerset is a nationally accredited, 355-bed regional hospital in Somerville, New Jersey, providing comprehensive emergency, medical/surgical and rehabilitative services.

The hospital is nationally recognized as a Magnet® hospital for nursing excellence. This recognition by the American Nurses Credentialing Center is nursing's most prestigious honor, awarded to healthcare organizations that provide the highest quality care.

Robert Wood Johnson University Hospital Somerset has earned an "A" Spring 2017 Hospital Safety Score from The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. Only one-third of the more than 2,600 hospitals analyzed nationwide earned an "A," the highest patient safety rating, demonstrating a unified approach and commitment to patient safety and care.

The hospital has received designation as a NICHE Facility. The NICHE (Nurses Improving Care for Healthsystem Elders) designation indicates a commitment to elder care excellence.

Robert Wood Johnson University Hospital Somerset also is distinguished for its Joint Surgery Center, receiving The Joint Commission's Gold Seal of Approval for total knee and total hip replacement surgery. The Joint Surgery Center offers an integrated approach to patient care, including pre-operative education classes, group therapy and a patient care coordinator.

Our Bariatric Surgery Program is recognized as a Center of Excellence in Metabolic and Bariatric Surgery™ by the Surgical Review Corporation. The hospital is designated as a Primary Stroke Center by The Joint Commission and the New Jersey Department of Health and Senior Services.

The Steeplechase Cancer Center at Robert Wood Johnson University Hospital Somerset offers comprehensive outpatient cancer care services, including radiation oncology, mammography services, infusion therapy, clinical research studies, a lung cancer screening program, nutritional counseling, complementary medicine services and a boutique with specialty items just for

OUR ADDRESS

110 Rehill Ave.
Somerville, NJ 08876

Your Opinion Counts

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





About Us

For a referral to a Robert Wood Johnson University Hospital Somerset physician, call our 24-hour physician referral service at 888-MD-RWJUH.

cancer patients. The center has been honored with the prestigious Outstanding Achievement Award from the Commission on Cancer of the American College of Surgeons. The Sanofi US Breast Care Program is one of only a select few breast care programs in New Jersey to achieve full accreditation by the National Accreditation Program for Breast Centers. It also has been named a Breast Imaging Center of Excellence by the American College of Radiology.

Robert Wood Johnson University Hospital Somerset has received The Joint Commission's Gold Seal of Approval for its acute myocardial infarction (heart attack) program.

The hospital is one of nine Medical Coordination Centers established by the New Jersey Department of Health and Senior Services to coordinate communication among emergency responders during a disaster situation.

Robert Wood Johnson University Hospital Somerset also offers outpatient services at convenient locations in Central New Jersey, including the Sports Physical Therapy and Performance Center in Bridgewater and physical therapy services in Hillsborough, Princeton and Flemington. The hospital is the first in New Jersey to provide specialized primary care services for the LGBTQIA community at PROUD Family Health located at Somerset Family Practice. In addition, the hospital's affiliated physician practices provide care for families throughout our community.

For more information about Robert Wood Johnson University Hospital Somerset, visit www.rwjuh.edu.





Telephone Directory

General hours of operation are weekdays,
8 a.m. to 4:30 p.m.

Admitting	908-685-2957
Pre-Admission Testing	908-685-2918
Blood Donation	908-685-2926
Behavioral Health Services	800-300-0628
Cardiology Services	908-685-2947
Care Management/Social Work	908-685-2953
Community Health	908-685-2814
Diabetes Center	908-685-2846
Emergency Department	908-685-2920
Food Services	908-685-2200, ext. 3393
Foundation	908-685-2885
Housekeeping	908-685-2822
Laboratory	908-685-2922
Lost & Found	908-685-2978
Maintenance	908-685-2200, ext. 4321
Medical Library	908-685-2423
Medical Records	908-685-2916
Nursing Administration	908-595-2344
Pastoral Care	908-685-2425
Patient Experience	908-685-2430
Physician Referral	888-MD-RWJUH
Preregistration/Scheduling	844-RWJ4YOU
Radiology	908-685-2930
Reception Desk	908-685-2200, option 3
Rehabilitation Medicine	908-685-2945
Safety and Security	908-685-2978
Steeplechase Cancer Center	866-742-5762
Support Groups	908-685-2814
Telephone Service	Dial 0
Television Service	908-685-2200, ext. 3360
Volunteer Department	908-685-2952

* Please dial 9 to call a number outside the hospital.
Please visit us at www.rwjuh.edu.

Calling a Department WITHIN the Hospital?

Dial the last four digits of the number.

MAIN NUMBER

908-685-2200

Billing

908-203-5992

Cafeteria

908-685-2471

Discharge

908-685-2953

Gift Shop

908-685-2200, ext. 3362

New Physician Referral Service 888-MD-RWJUH

Live operators are
available 24/7.
Multiple languages
are spoken.

Did you receive a Patient Education Folder?

If not, ask your nurse to
provide you with one.



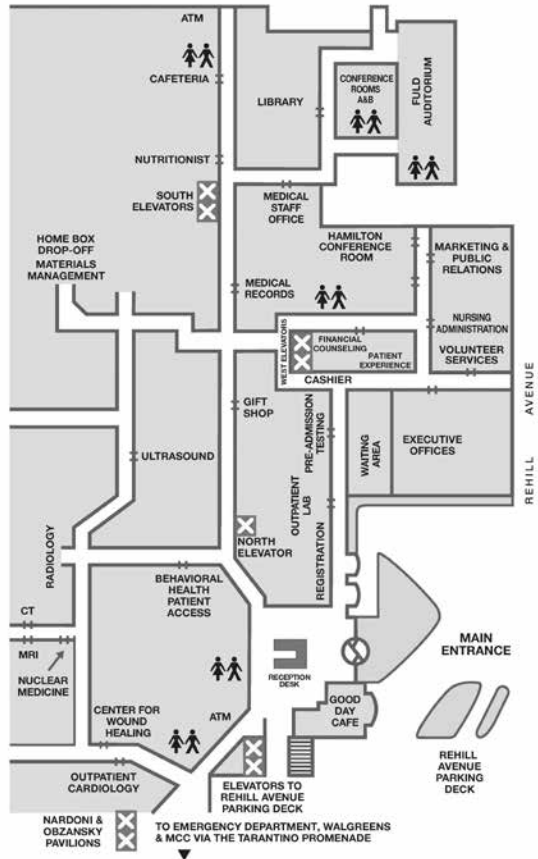
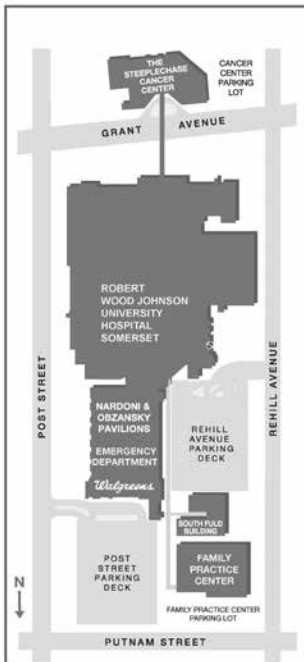


Map of Robert Wood Johnson University Hospital Somerset

Robert Wood Johnson University Hospital Somerset

RWJBarnabas HEALTH

Welcome to
Robert Wood Johnson University Hospital Somerset



“Surgery is half the race, but you have to go for the follow-up or do yourself a major disservice.”

Be Prepared

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

Patient safety is our priority at Robert Wood Johnson University Hospital Somerset. By being an active member of your health care team, you can help make your experience go smoothly.

Before Your Surgery

- Be sure to ask your doctor prior to your procedure if your surgery and his or her treatment is covered by your insurance. In addition, you will be asked to provide proof of current, accurate and truthful insurance coverage. For more information about our billing practices, see [pages 22-24](#).
- Bring a list of any questions you have about your surgery to our pre-surgical doctor's visit. Also bring a list of all of the prescription, over-the-counter and herbal medications that you are currently taking or that you took until very recently. Review the list with your surgeon and ask if there are

any you should stop taking prior to your procedure.

- Be sure your surgeon knows about any allergies you have to medications and foods.
- Unless otherwise instructed by your surgeon, do not eat or drink anything past midnight before surgery. This includes water, gum and hard candy. If you are using any type of medical device at home, such as an insulin pump or CPAP machine, be sure to ask your doctor to include orders for their use during your hospital stay.
- Ask your surgeon whether you should remove nail polish or temporary dental appliances (such as a bridge), if you can wear deodorant or body lotion, and if there are other preparations you need to make prior to surgery.

It's hard to remember everything yourself.

When you meet with your doctor, bring your questions and a friend. Your friend can help listen, take notes and ask questions, too!



A Team Effort

Here's how to work with your surgical team to get the best outcome:

- Know the preparations you must make before your surgery.
- Get to the hospital early on the day of your surgery.
- Review paperwork carefully before signing.
- Make sure the proper part of your body is marked for surgery.
- Get your post-surgical care instructions in writing before you leave.

- Find out if you will need therapy after your surgery, who will arrange for it, and whether you can have therapy at home.
- Arrange for transportation to and from the hospital.
- Ask a relative or friend to go to the hospital or surgical center with you, to stay in the waiting area during your procedure, and accompany you home afterward.

On the Day of Your Surgery

- Shower or bathe. Don't wear makeup or perfume.
- Be sure to follow any other pre-surgery instructions you were given.
- Leave your jewelry, money, credit cards and other valuables at home except what you may need to register and meet your co-payment.
- Allow yourself plenty of time for travel.
- Once you arrive at the hospital, you will be given an Informed Consent form to sign. Read it carefully. Make sure everything on the form is correct. If you don't understand something, ask questions before you sign the form.

Before Your Procedure Begins

- Staff at the hospital will ask you the following questions several times before your surgery:

- Your name
- Allergies
- What medication you're taking
- Your medical and surgical history
- What kind of surgery you're having
- The part of your body that is being operated on
- A health care professional may mark the spot on your body that is going to be operated on.

After Your Surgery

- Speak up about any pain you are having and ask for relief. Be specific about the intensity and location ([For more information, see page 13](#)).
- If you are given medications, feel free to ask what they are and what they are for. Ask about side effects.
- If you are given a prescription for medications you must take while recovering, be sure you understand the instructions for the dosage, how frequently you need to take the medications and for how long.
- Ask your surgeon if your activities need to be limited, and if so, for how long. Ask when you will be able to resume work, exercise and travel.
- Be sure to get instructions for post-surgical care in writing before you leave.



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 Hours for Other Units

Behavioral Health Unit

Tuesdays, Thursdays and Weekends: 7 – 8 p.m.

Critical Care Pavilion

Visitors are always welcome, except between 6 and 8 a.m. and 6 and 8 p.m. Visitors limited to two at a time for half-hour intervals. Immediate family members and significant others only.

No plants, flowers or latex balloons are permitted.

Eating Disorders Unit

Monday, Tuesday, Thursday, Friday: 7 – 8:30 p.m.

Wednesday: 6:30 – 8:30 p.m.

Weekends: 2 – 5 p.m. and 7 – 8:30 p.m.

Labor and Delivery

Fathers, significant others and grandparents: anytime.

Siblings: only as arranged with nursing staff.

Nardoni Oncology Pavilion

24 hours a day, seven days a week. Requests for additional visitors and/or overnight stays will be considered by nursing staff on an individual basis.

Family Waiting Room

The family waiting room is located on the third floor, South Wing, for the families of surgical patients. Your family will be notified via a telephone in the waiting room when the surgery is completed and you have been transferred to the recovery room. In addition, a volunteer is available between 9 a.m. and 4 p.m. Monday through Friday to provide updates on your status. Visitors are not permitted in the recovery room.

VISITING HOURS

General

■ Visitors must sign in at the front desk in the lobby and obtain a visitor's pass.

■ General visiting hours are 9 a.m. to 8 p.m., with exceptions noted at left.

■ Visitors are limited to two at a time.

Maternity

Fathers or significant others: anytime.

General visiting hours:
12 – 2 p.m. and 6 – 8 p.m.

Two visitors in addition to fathers/significant others and siblings allowed during general visiting hours.

Quiet Time

In order to create a restful environment for our patients, Quiet Time hours are 3:15 – 4:15 p.m. and 8 p.m. – 6:30 a.m. daily.



During Your Stay

Leave Your Valuables At Home

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

Dentures, hearing aids, eyeglasses and contact lenses should be stored in protective containers in your bedside stand when not in use. Please don't put them on your bed or food tray—they may be damaged or lost.

You also should leave your medications at home with the exception of any investigational drugs that you may be taking.

Robert Wood Johnson University Hospital Somerset is not responsible for replacement of personal belongings.

Items found at the medical center, such as phones, identification cards, glasses, etc., are kept in the Security Office. All clothing left behind will be held on the nursing unit for two weeks.

Call 908-685-2430 for more information.

Obzansky Surgical Pavilion

9 a.m. to 8 p.m. daily. Two visitors at a time.

Each room features private baths with handicapped-accessible showers, flat-screen televisions, DVD players and sleeper sofas or reclining chairs for family members who want to stay overnight.

Parking

Robert Wood Johnson University Hospital Somerset offers ample free parking and is served by two parking decks and several surface lots. Free parking is sponsored by Flemington Car and Truck Country Family of Dealerships.

Calling Your Nurse

The intercom system in your room is mounted on the wall above the bedside table. This system is used for direct voice contact with the staff members at the nursing station.

Extending from the intercom is a pillow speaker that can be clipped to your bed for convenience. To call the nursing station, press the top bar marked "NURSE" and a staff member will respond via the intercom. When the nursing staff member answers, please make your request in a normal speaking voice. Some beds have the nurse call button built into the siderail. Please clarify with your nurse as to which nurse call system you have.

Translation Services

Robert Wood Johnson University Hospital Somerset has invested in Video Remote Interpretation Services for translation services for people who communicate in languages other than the spoken English language; these other languages include American Sign Language. Our investment in the VRI services is the result of research in effective communication systems that meet all regulatory or legal requirements for effective communication to non-English-speaking patients including hearing-impaired patients. Our staff is prepared to work with our patients to use the VRI system and any other auxiliary communication techniques, such as a communication board, that are needed to ensure effective communication.



Telephone

- For local 908 calls, dial 9 + number.
- For local 732 calls, dial 9 + 1 + 732 + number.
- For long-distance calls, dial 9 + 0 + area code + number.

Internet Access

Free public Wi-Fi is available on the campus of Robert Wood Johnson University Hospital Somerset.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

Smoking

As part of the medical center's commitment to providing a safe and healthy environment, smoking is not permitted anywhere in the hospital or on hospital grounds.

Electrical Appliances

Electrical appliances including hairdryers, curling irons, razors, radios, heating pads, portable heaters, VCRs and other devices not issued by the medical center are not permitted in patient rooms. You may use only battery-operated devices.

ATM

For your convenience, an ATM is located in the main lobby and at the exit to the cafeteria.

TV

Televisions are provided in each patient room. Please be considerate of others and keep the TV volume down. The sets are controlled by the pillow speaker, which may be clipped to your bed, or by controls located on the side rail panel. Channel listings are located at the back of this book, and on-demand movies are available for your convenience. All televisions have closed captioning available for the hearing impaired.

Gift Shop

Lori's Gifts, located down the hall from the lobby, offers patient amenities, unique gifts, flowers, cards, snacks and more. Gifts, balloons, flowers and personalized cards also may be ordered by phone by calling 908-685-2200, ext. 2480. Cash, check and credit cards are accepted.

Hours of Operation:

Monday through Friday
9 a.m. – 8 p.m.

Saturday
10 a.m. – 7 p.m.

Sunday
10 a.m. – 7 p.m.

Cellphones

The use of cellphones is permitted, but please be respectful of those around you. Visitors using cellphones are encouraged to find a quiet place in the corridor to conduct their conversations. To protect the privacy of other patients, the use of camera phones is prohibited.



During Your Stay

Where's the Cafeteria?

LOCATION:

Ground Floor

Visitors are welcome in the Dining Room at Somerset.

HOURS:

Breakfast

6:15 a.m. – 10 a.m.

Lunch

11 a.m. – 2 p.m.

Dinner

4 – 7 p.m.

The Good Day Café

Located in the hospital lobby, the Good Day Café features Starbucks coffee, fresh pastries, soups, salads and a variety of sandwiches and snacks. Hours are 6 a.m. to 10 p.m. Monday through Friday and 2 to 10 p.m. on weekends.

Meals

If you have any questions or concerns about your patient meal, please contact the Diet Office at ext. 3393.

Mail

Mail and packages will be delivered to you by a hospital volunteer. Mail received after your discharge will be forwarded to your home. You can give outgoing mail to a member of the nursing staff. Postage stamps are available in the gift shop.

Flowers

Flowers will be delivered to you by a hospital volunteer or florist staff. **Please note that flowers are not permitted in Critical Care, Surgery, Labor & Delivery and Post-Anesthesia Care units.**

Cafeteria

The Dining Room at Somerset features Gevalia coffee, a salad bar, deli station, grill, homemade soups, hot entrées and delicious desserts.

Pastoral Care

Spiritual care is available to patients and their families through staff chaplains, volunteers and area clergy. A Roman Catholic priest and Eucharistic ministers are available for sacramental needs. Call ext. 2425 or tell your nurse if you wish to have a pastoral care visit. The chapel is located on the first floor.

Pharmacy

A new Walgreens pharmacy has opened in RWJ Somerset's Emergency Department, enabling you to get your prescriptions filled before going home. The pharmacy is open Monday through Friday from 9 a.m. to 6 p.m. and is staffed by two pharmacists and two pharmacy technicians. Pharmacy staff will bring your medications to your room before you are discharged and explain why the medications were prescribed, recommended dosage and potential side effects.

“Boldness be my friend.”

Speak Up!

Take charge of your care.

During your stay, the staff at Robert Wood Johnson University Hospital Somerset 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 not only to your care and treatment, but also to overall hospital services.

Pain Management

The goal of pain management is to help you feel comfortable. 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 or 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?

Your care plan will take into account any personal, cultural, spiritual or ethnic beliefs or concerns you have. Your caregiver will let you know your pain management options and about any potential side effects of those treatments.



STAT NOTE

- Write down any questions you have.
- Choose a support person to communicate with the doctors and staff.
- Keep a list of doctors you see and the medications they prescribe and why.
- Learn about the medical tests ordered for you and your treatment plan.



Your Rights & Responsibilities

As a patient in a New Jersey hospital, you have the right to:

Medical Care

- ✓ Receive an understandable explanation from your physician of your medical condition including recommended treatment, expected results, risks and reasonable alternatives.
- ✓ Give informed written consent prior to the start of nonemergency medical procedures or treatments.
- ✓ Be informed of the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life-support.
- ✓ Refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of refusal.
- ✓ Be included in experimental research only when you have given informed consent to participate.
- ✓ Choose your own private professional nurse and to contract directly for this care during hospitalization.
- ✓ Receive appropriate assessment and treatment for pain.

Transfers

- ✓ Be transferred to another facility only if the current hospital is unable to provide appropriate medical care or if you or your family request a transfer.
- ✓ Receive from a physician, in advance, an explanation of the reasons for transfer including alternatives, verification of acceptance from the receiving facility, and assurance that the move will not worsen your medical condition.

Communication and Information

- ✓ Be treated with courtesy, consideration and respect.
- ✓ Know the names and functions of all health care professionals directly caring for you.
- ✓ Receive the services of a translator or interpreter, if needed, to communicate with the hospital staff.
- ✓ Be informed of the names, titles, and duties of other health care professionals and educational institutions that participate in your treatment. You have the right to refuse to allow their participation.
- ✓ Be advised in writing of the hospital's rules regarding the conduct of patients and visitors.
- ✓ Receive information regarding your visitation rights.
- ✓ Receive a summary of your patient rights, including the name(s) and phone number(s) of the hospital staff to whom to direct questions or complaints.

Medical Records

- ✓ Have prompt access to your medical records.
- ✓ Obtain a copy of your medical records at a reasonable fee within 30 days after submitting a written request to the hospital.

Cost of Hospital Care

- ✓ Receive a copy of the hospital charges, an itemized bill, if requested, and an explanation.
- ✓ Appeal any charges and receive an explanation of the appeals process.
- ✓ Obtain the hospital's help in securing public assistance and private health care benefits to which you may be entitled.



Discharge Planning

- ✓ Be informed about any need for follow-up care and receive assistance in obtaining this care.
- ✓ Receive sufficient time before discharge to arrange for follow-up care after hospitalization.
- ✓ Be informed about the discharge appeal process.

Privacy and Confidentiality

- ✓ Be provided with physical privacy during medical treatment and personal hygiene functions, unless you need assistance.
- ✓ Be assured confidentiality about your stay and health information.
- ✓ Have access to individual, secure storage for your belongings.

Freedom from Abuse and Restraints

- ✓ Be free from physical and mental abuse.
- ✓ Be free from restraints unless authorized by a physician for a limited period of time to protect your safety or the safety of others.

Civil Rights

- ✓ Receive treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay or source of payment.
- ✓ Exercise your constitutional, civil and legal rights.

Questions, Complaints and Appeals

- ✓ Ask questions or file grievances about patient rights with a designated hospital staff member and receive a response within a reasonable period.

- ✓ Be provided, by the hospital, with contact information for questions and complaints:

Patient Experience Department at 908-685-2430. For further investigation, you may contact our **Corporate Compliance Hotline** at 877-888-4810. You also may contact **NJ Department of Health & Senior Service Complaint Program** at 800-792-9770, or PO Box 367, Trenton, NJ 08625.

Or contact:

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

You Are Responsible for:

- ✓ providing accurate and complete information about your present and past medical conditions.
- ✓ reporting unexpected changes in your condition.
- ✓ informing your health care providers whether you understand the plan of care and what is expected of you.
- ✓ following the treatment plan recommended by your health care providers.
- ✓ keeping appointments and, if you cannot, notifying the proper person.
- ✓ knowing the consequences of your actions if you refuse treatment or do not follow instructions.
- ✓ being considerate of the rights of other patients and hospital personnel, and to follow hospital policy and regulations regarding care and conduct.

Stay Safe

Rx

Leave your valuables at home.

See page 10.

You can contribute to health care safety.



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

Don't Be Afraid to Ask...

A number of people may enter your hospital room. 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.
- 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.

YOU'RE IN CHARGE

Errors can occur during your hospital stay. They 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 provide this information. 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.

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 or use waterless soap 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 health care providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you. Dispensers may be located in non-public areas, so you may not see your caregiver wash his or her hands. You and your family should not be afraid or embarrassed to ask if they have washed their hands.

Preventing Medication Errors

By taking part in your own care, you can help the members of your health care 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 reduce medication errors.



Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



No Soap? No Problem

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



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?

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. Robert Wood Johnson University Hospital Somerset's Spotlight for Safety program has been designed to reduce your risk of falling.

For your safety, please:

- Always call for assistance before getting out of bed.
- 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

Lightheadedness or blacking out



What Are Your 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 health care treatments you want. That is why it is important for you to make your wishes known in advance. Please have family members bring a copy of your documents to the medical center.

Here is a brief description of each kind of directive:

Living Will A set of instructions documenting your wishes about life-sustaining 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.

Health Care 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 represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent will have to abide by the wishes detailed in your living will, but may have to use his or her judgment in the event of a medical decision for which your wishes aren't expressed in writing.

Durable Power of Attorney

For health care: A legal document that names your health care proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical chart. You will need to bring it with you every time you are admitted to the medical center.

For finances: You also may want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for health care. You may choose the same person for both, or choose different people to represent you.

What Are Advance Directives?

A living will, health care proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer to complete advance directives.

An advance directive form is available on our website, www.rwjuh.edu, or at the medical center. For assistance with completing an advance directive form, please ask for a social worker by calling Care Management at 908-685-2953.

Bioethics Committee

In the event of a disagreement between family members or other caregivers concerning your wishes regarding life-sustaining treatment, or other issues in connection with your advance directives, the Ethics Committee is available to hear such disputes. Contact your social worker for more information.



Your Privacy & Information

Your Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, contact the medical center's HIPAA privacy officer at 908-685-2914. You also can file a complaint with the U.S. government. Visit <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> for more information.

No retaliation will be taken against you for filing a complaint.



Your Privacy & Health Information

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

Who must protect the privacy of your health information?

- ✓ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and other health care providers who receive, transmit and/or store your health information
- ✓ Other entities and government agencies that receive, transmit and/or store your health information, such as health insurance companies, HMOs, group health plans, third-party vendors and government payors, such as Medicare and Medicaid.

What information is protected?

- ✓ Generally, medical (and related financial information) that individually identifies you
- ✓ Information your doctors, nurses and other health care providers put in your medical records
- ✓ Conversations your doctor has with nurses and others regarding your care or treatment
- ✓ Information about you in your health insurer's computer system
- ✓ Billing information about you at your clinic

You have rights regarding your health information. You have the right to:

- ✓ Ask to see and get a copy of your medical records
- ✓ Amend (for example, make changes to) your medical record if you feel information in it is inaccurate or incomplete
- ✓ Receive a notice of Robert Wood Johnson University Hospital Somerset's privacy practices
- ✓ Ask Robert Wood Johnson University Hospital Somerset to limit or restrict the health information that we use or disclose about you



- ✓ Get a report on when and why your health information was shared and with whom
- ✓ File a complaint
- ✓ Ask Robert Wood Johnson University Hospital Somerset to communicate your health information with you in a certain manner or format

To provide quality health care, your health information may be shared without your prior consent for certain limited purposes, such as:

- ✓ For your treatment and care coordination
- ✓ To pay doctors, hospitals and other providers for your health care and help run their businesses
- ✓ With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- ✓ To 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
- ✓ Share information about your care with family members who work at Robert Wood Johnson University Hospital Somerset.

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

How do I get copies of my medical records?

Copies of your medical records can be sent to your doctor or to another hospital without charge. Our Health Information Management Department, located on the ground floor, can help you with this request.

Written consent and a small fee are required to release copies of medical records to patients, and we ask your understanding in allowing time for the records to be completed. Consent forms in English and Spanish are available on our website, www.rwjuh.edu.

Patients, family members and significant others can only view medical charts on a nursing unit if a health care professional is present.

For more information, call ext. 2916.

You also can access your medical records electronically, including reviewing lab results and radiology reports, through RWJ Health Connect, a new secure website portal. Sign up at www.rwjuh.edu by clicking on the RWJ Health Connect icon.



Preparing for Discharge

When You Are Discharged

Your doctor determines when you are ready to be discharged. Your doctor 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 stayed at the hospital overnight, be sure you and/or your caregiver has spoken with a case manager or social worker and that you understand what services you may need after leaving the hospital. (See Don't Leave Until... on page 25 for more discharge advice.)
- 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 of the necessary paperwork for billing, referrals, prescriptions, etc.

Billing

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees.

While you are a patient here, you may receive care from doctors who are outside service providers to Robert Wood Johnson University Hospital Somerset. These doctors include anesthesiologists, radiologists, emergency physicians and pathologists. Depending on the care that you need, there may be more doctors involved with your care. These doctors are not employees of Robert Wood Johnson University Hospital Somerset. These independent doctors charge separately for their services. Bills received from these doctors are in addition to the bill you will receive from Robert Wood Johnson University Hospital Somerset. There are hospital-based physicians and nurse





practitioners employed by the medical center who bill for services provided. You may receive treatment and a bill from these individuals during your stay.

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

Coordination of Benefits (COB)

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

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

Medicare

Robert Wood Johnson University Hospital Somerset 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

Uninsured?

Robert Wood Johnson University Hospital Somerset will provide services without charge or at a reduced charge to New Jersey residents who cannot afford to pay and who meet specific income, assets and other eligibility criteria. If you think you may be eligible, please contact our patient financial counselors at 908-203-5992.





Preparing for Discharge

Patient Experience Department

Patient advocates are available to help patients and their families with needs, concerns and questions. Services include resolving issues with patient care, explaining policies and procedures, and assisting with Translation Services. Notary Public service is available in this office. If you have a question or need assistance, call 908-685-2430.

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 coinsurance 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.

For Self-Pay Patients

The Patient Financial Services department will send statements for payment of self-pay accounts. You will receive two to three billing statements and two to three telephone calls over a 90-day period to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account may be sent to a collection agency. If you need an itemized statement, you can receive one by calling our customer service department at the number listed below or by visiting www.rwjuh.edu/rwjuh/onlinebusinessoffice.aspx. If you have any questions regarding your billing statement, contact the Patient Financial Services department at 908-685-2833.

Questions?

If you have any questions about any of the bills you receive, please contact a Patient Financial Services representative at 908-685-2833. You may pay your bill online at www.rwjuh.edu.



“Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world.”

Also see
Preparing for Discharge
on page 22.

Don't Leave Until...

6 things to know before you leave Robert Wood Johnson University Hospital Somerset.

When it's time to be released from the hospital, your physician will arrange for your discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital care. If you disagree, you or your caregiver

can appeal the decision (see *If You Disagree*, at left).

On the other hand, if you feel you are ready to leave and are looking forward to getting out of the hospital and back into your routine, you can't just stroll out the door. You may be anxious to leave, but you or your caregiver still have a few things to do.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who is most likely a social worker or case manager. You and your caregiver should meet with the discharge planner relatively early in your hospital stay; if not, find out who will be helping you and be sure to meet with him or her before your expected discharge date.



If You Disagree

You or your support person can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from Robert Wood Johnson University Hospital Somerset's case manager or social worker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

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

1. Discharge instructions. This is an overview of why you were in the hospital, which health care 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. Having a list prepared by the hospital also is a good way to double-check the information. You also may download a medication tracking form by visiting www.rwjuh.edu.

3. Prescriptions. Receive these from your doctor 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 wounds 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 doctor.
- 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.
- contact information for any services arranged (DME provider, visiting nurse, infusion therapy).



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

- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care.
- information about smoking cessation services.

5. Other services. When you leave Robert Wood Johnson University Hospital Somerset, you may need to spend time in a rehabilitation facility, nursing home or other institution. You may need to schedule further tests in our radiology or laboratory departments, have treatments at The Steeplechase Cancer Center, or have in-home care. Be sure to speak with your nurse, doctor or case manager to get all of 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 team provides you with the information you might need about local agencies that can provide services like transportation, equipment, home care and respite care.

Health Care Provider Definitions

Home Health Care (Visiting Nurse Services)

Part-time health care 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 cleaning and meal preparation. Medicare defines home health care 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 hospital beds. DME is paid for under Medicare Part B and Part A for home health services.

Independent Living

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, social outings and events are provided.

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.

Skilled Nursing Facility

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 also are 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.

Acute Rehabilitation Hospital

A specialized hospital providing short-term stays for patients requiring intensive rehabilitation services.

Hospice

A licensed or certified program that provides care people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility. Also referred to as palliative care, 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.

Respite Care

Provides a temporary break for caregivers. Patients spend time in programs such as adult daycare or in weeklong or monthlong stays in a care facility.



Hospital Resources

Staff Who May Be Involved In Your Care

Doctors

Your primary care doctor, a specialist, a resident doctor or a hospitalist will supervise your care while you are in the hospital. Also known as physicians.

Nurses

In each nursing unit, a registered nurse is responsible for providing patient care and delegating and directing the nursing and support staff of the unit. Registered nurses are assisted by patient care techs.

Dietitians **Ext. 3394**

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

Rehabilitation Therapists **Ext. 2944**

Physical therapists, occupational therapists and speech pathologists may work with you, your family and your medical team to help meet your goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Certified Medical Interpreters

Medical center employees fluent in English and another language who have advanced certification as medical interpreters are available to patients and their families to help patients communicate with their health care team. Your nurse can contact an interpreter if needed.

Technicians and Technologists

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

Case Managers/

Social Workers **Ext. 2953**

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

Pharmacists **Ext. 2626**

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.

Chaplain **Ext. 2425**

Chaplains, with the assistance of volunteers and area clergy, are available to provide spiritual and emotional support to patients and their families. Please contact your nurse to request these services. A chapel is located on the first floor.



Cancer Care

The Steeplechase Cancer Center, located on the campus of Robert Wood Johnson University Hospital Somerset, provides comprehensive outpatient cancer services, including radiation oncology services, the Sanofi US Breast Care Program, infusion therapy, a lung cancer screening program, a resource library, complementary medicine programs, clinical research trials, patient navigator services, nutritional counseling and the Sanofi US Wellness Boutique. For more information, call 866-742-5762.

Center for Wound Healing

The Center for Wound Healing provides a comprehensive approach to treating patients with chronic, non-healing wounds, including hyperbaric oxygen therapy (HBO).

HBO promotes healing by increasing the level of oxygen in the tissue and improving the healing efficiency of the white blood cells. Therapy is administered inside a hyperbaric chamber that delivers 100 percent oxygen with increased atmospheric pressure, stimulating the entire body's natural healing responses. HBO is especially beneficial for diabetic patients with non-healing ulcers, as well as those with arterial ulcers and other types of wounds that fail to respond to conservative therapy. In addition, HBO treats conditions without open wounds, such as radionecrosis and osteoradionecrosis, osteomyelitis and idiopathic sudden sensorineural hearing loss. For more information, call 908-203-6200.

Diabetes Center

The Diabetes Center provides an individualized program for self-management of diabetes, as well as educational services for outpatients and their families. The center offers educational counseling, blood glucose monitoring, meal planning and nutritional counseling, insulin pump therapy, classes and support groups. For more information, visit www.rwjuh.edu or call 908-685-2846.

Medical Library

The medical center's comprehensive medical reference library, open to visitors, is located on the lobby level near the Fuld Auditorium. The library is open 8 a.m. to 4 p.m. Monday through Friday. Appointments are recommended and can be made by calling 908-685-2423.

Medical Laboratory

The laboratory begins drawing blood on patient floors early in the morning so results are ready for your doctor at the start of the day. We may need to collect more than one sample in a given day. We apologize for any inconvenience. For a copy of your test results, contact the Health Information Management Department at ext. 2916.



Hospital Resources

Patient Experience Office

Patient advocates are available to help patients and their families with needs, concerns and questions. Services include resolving issues with patient care, explaining policies and procedures, and Notary Public services. If you have a question or need assistance, call 908-685-2430.

Radiology Services

The medical center's Radiology Department uses a modern filmless system to produce digital images from diagnostic equipment, such as X-rays and MRIs. Services include Positron emission technology (PET/CT) scanning; MRI breast imaging and MRI-guided breast biopsies; low-dose computerized tomography (CT) scanning; comprehensive nuclear medicine services; X-ray imaging, maternal-fetal medicine services and ultrasound services. Call 908-685-2930 to make an appointment.

Rehabilitation Services

Robert Wood Johnson University Hospital Somerset provides rehabilitation services for a range of injuries, impairments and conditions in five convenient locations throughout Central New Jersey. Services include

prevention education, treatment, restorative care, wellness programs and sports enhancement programs. To facilitate your mobility, please be sure to have shoes or sneakers with you at the medical center. Treatment for speech-language, swallowing and cognitive-communication disorders is available through our Speech and Hearing Department. For more information, talk with your doctor or call 908-685-2944 for physical/occupational therapy services and 908-685-2946 for speech/swallowing services.

Sleep Disorders Treatment

Our Comprehensive Sleep Center in Hillsborough is outfitted with the latest technologies to diagnose and treat sleep disorders. An overnight sleep study is conducted in one of our bedroom suites, and treatment and follow-up care are available on-site. For more information, visit rwjuh.edu.

Support Groups

Robert Wood Johnson University Hospital Somerset offers a variety of support groups. For more information, call 908-685-2814 or visit www.rwjuh.edu.



Giving Back

There are many ways to help your community...

Helping Us Help Others

Robert Wood Johnson University Hospital Somerset is committed to providing quality health care regardless of the patient's ability to pay. You can help us help others by donating to Somerset Health Care Foundation. Your gift also will help us enhance our services, programs and facilities to better care for our community.

Tax-deductible donations can be made in the form of cash, check, credit card or stocks. You also may remember Somerset Health Care Foundation in your will and through life insurance and real estate, among other gift options.

To make a donation or learn about special events coordinated by Somerset Health Care Foundation, such as the Far Hills Race Meeting, the Golf Classic or Steeplechase Distance Run, call 908-685-2885.

Volunteer

During your stay, you are likely to be assisted by a number of people who volunteer their time to the medical center. Volunteers are always welcome and help in many areas, including patient transport, mail delivery and the reception desk. Volunteers must be at least 15 years old. For more information, call 908-685-2952 or apply online at rwjuh.edu.

Blood Donor Program

Robert Wood Johnson University Hospital Somerset relies on the support of volunteer donors from the community to provide most of the blood used at the medical center. The need for blood is increasing much faster than the number of donors. Blood donation can help minimize these shortages and save the lives of those in need. For more information or to donate, call 908-685-2926.



“In compassion lies
the world’s true strength.”

Caregiver, remember
to care for yourself!

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. See a list of tips for caregivers at the right to help you make the best decisions about your loved one’s care and treatment.

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 page 14).

advance directives
Know whether your loved one has an advance directive and if so, what it specifies (See 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 13).

help track medications
Your loved one may be prescribed medications while in the hospital and may be seen by several doctors.

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.

Do you have a chronic,
non-healing wound?

908-203-6200



ROBERT WOOD JOHNSON
UNIVERSITY HOSPITAL

Center for Wound Healing



Treatment for Non-Healing Wounds

At the RWJ Center for Wound Healing, healing wounds is what we do best. Our state-of-the-art, comprehensive wound care facility offers the most advanced treatments available including hyperbaric oxygen therapy, a treatment proven to accelerate wound healing.

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Kindred Hospitals of New Jersey

Recovery Isn't Simply a Goal. **It's Our Mission.**

At Kindred, we understand that when people are discharged from a traditional hospital, they often need continued care in order to recover completely.

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Kindred Hospital New Jersey – Morris County

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Dover, New Jersey 07801
973.537.3818 • 973.366.5048 fax
NJ TDD/TTY# 800.852.7897
www.khmorriscounty.com

Kindred Hospital New Jersey – Rahway

865 Stone Street
Rahway, New Jersey 07065
732.453.2950 • 732.669.8235 fax
NJ TDD/TTY# 800.852.7897
www.kindredrahay.com

Kindred Hospital New Jersey – Wayne

224 Hamburg Turnpike, Eighth Floor
Wayne, New Jersey 07470
973.636.7200 • 973.595.6965 fax
NJ TDD/TTY# 800.852.7897
www.khwayne.com

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Walgreens

The first step in staying well.

Reference: 1. Fischer MA, Stedman MR, Lii J, et al. Primary medication non-adherence: analysis of 195,930 electronic prescriptions. *J Gen Intern Med.* 2010;25(4):284–290.

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Dear Sam,

**I thought we were in this together,
but apparently I was wrong.**

**You've been ignoring me for a
while. We don't go for walks as
often as we used to. You barely eat
anything green anymore. And you
don't realize the daily pressure you
put me under. It's just too much.**

I QUIT!

Sincerely,

Your Heart

Don't let your heart quit on you. If you are living with high blood pressure, just knowing and doing the minimum isn't enough.

Uncontrolled high blood pressure could lead to stroke, heart attack or death. Get yours to a healthy range before it's too late.

Find out how at heart.org/BloodPressure



Check. Change. **Control.**™





Financial Assistance Policy

Robert Wood Johnson University Hospital's Financial Assistance Policy/Program (FAP) exists to provide eligible patients, partially or fully discounted emergency or other medically necessary health care services provided by Robert Wood Johnson University Hospital and any substantially related entity (as defined by the IRS). Robert Wood Johnson University Hospital and any substantially related entity are hereinafter referred to as HOSPITAL. Patients seeking financial assistance must apply for the program, which is summarized herein.

Eligible Services

Emergency or other medically necessary health care services provided by HOSPITAL and billed by HOSPITAL. The Financial Assistance Policy (FAP) only applies to services billed by HOSPITAL. Other services that are separately billed by other providers, such as physicians or laboratories, are not eligible under the FAP.

Eligible Patients

Patients receiving eligible services, who submit a complete Financial Assistance Application (including related documentation/information), and who are determined eligible for financial assistance by HOSPITAL.

How to Apply

FAP and the related application may be obtained/completed/submitted as follows:

- At HOSPITAL's (both campuses) main Registration Department

or at the Emergency Department Registration desk.

- At the Credit and Collection office in the New Brunswick campus located off of the main lobby at One Robert Wood Johnson Place, New Brunswick, NJ 08903.

Monday through Friday 9:00 a.m. to 4:30 p.m.

- At the Credit and Collection office in the Somerset campus located off of the main lobby at 110 Rehill Ave., Somerville, NJ 08876.

Monday through Friday 9:00 a.m. to 4:30 p.m.

- Request documents to be mailed to you by calling HOSPITAL's (both campuses) Patient Accounts Department at 732-418-8450.

- Request documents by visiting in person: HOSPITAL's (both Campuses) Patient Accounts Department, which is located at 181 Somerset St., First Floor, New Brunswick, NJ 08901.

- Download the documents from HOSPITAL's website: www.rwjuh.edu/rwjuh/OnlineBusinessOffice.aspx.

- Mail or deliver in person the completed applications (with all documentation/information specified in the application instructions) to: HOSPITAL's (both campuses) Patient Accounts Department, 181 Somerset St., First floor, New Brunswick, NJ 08901 or to 110 Rehill Ave., Somerville, NJ. From our above



Financial Assistance Policy *continued*

web address, you also may email your completed application (with all documentation/information specified in the application instructions) to: charity.care@rwjuh.edu.

Determination of Financial Assistance Eligibility

Generally, eligible persons are eligible for financial assistance, using a sliding scale, when their family income is at or below 500 percent of the Federal Government's Federal Poverty Guidelines (FPG). Eligibility for financial assistance means that eligible persons will have their care covered fully or partially, and they will not be billed more than "amounts generally billed" (AGB) to insured persons (AGB, as defined in IRC Section 501(r) by the Internal Revenue Service). Financial assistance levels, based solely on family income and FPG, are:

■ Less than or equal to 200%	00%
■ Greater than 200% but less than 225%	20%
■ Greater than 225% but less than 250%	40%
■ Greater than 250% but less than 275%	60%
■ Greater than 275% but less than 300%	80%
■ Greater than 300% but less than 500%	 lesser of: AGB% Medicare rate

Note: Other criteria beyond FPG also are considered (i.e., availability of cash or other assets that may be converted to cash, and excess monthly net income relative to monthly household expenditures), which may result in exceptions to the preceding. If no family income is reported, information will be required as to how daily needs are met. The HOSPITAL'S Credit and Collection Department reviews submitted applications that are complete, and determines financial assistance eligibility in accordance with HOSPITAL'S Financial Assistance Policy. Incomplete applications are not considered, but applicants are notified and given an opportunity to furnish the missing documentation/information.

HOSPITAL also translates its FAP, FAP application form and the plain language summary of its FAP in other languages wherein the primary language of the residents of the community served by HOSPITAL represents 5 percent or 1,000, whichever is less, of the population of individuals likely to be affected or encountered by HOSPITAL. Translated versions are available upon request in person at the address below; and on the HOSPITAL's website.

- For assistance or questions, please visit or call: HOSPITAL's Patient Accounts Department located at: 181 Somerset St., First Floor New Brunswick, NJ 08901. You also may call 732-418-8450 Monday through Friday from 9:00 a.m. to 4:30 p.m.



Discrimination Policy

Dear Patient,

Robert Wood Johnson is committed to providing every person with an environment free from discrimination or harassment. We do not exclude, deny services, or engage in other forms of discrimination or harassment based upon the following protected categories: race, creed, color, national origin, nationality, ancestry, age, sex/gender (including pregnancy), marital status, civil union status, domestic partnership status, familial status, religion, affectional or sexual orientation, gender identity or expression, atypical hereditary cellular or blood trait, genetic information, liability for service in the Armed Forces of the United States, or disability.

This means that RWJ reserves the right to take any appropriate action, or corrective action, to address any unacceptable conduct that violates this policy, regardless of whether the conduct satisfies the legal definition of discrimination or harassment.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

Robert Wood Johnson | **RWJBarnabas**
University Hospital | **HEALTH**
Somerset

Robert Wood Johnson University Hospital Somerset complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Robert Wood Johnson University Hospital Somerset does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression.

Robert Wood Johnson University Hospital Somerset:

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

If you need these services, contact the Patient Experience Manager at 908-685-2430.

If you believe that Robert Wood Johnson University Hospital Somerset has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: RWJBH Chief Compliance Officer, 1-800-780-1140. If you need help filing a grievance, the RWJBH Chief Compliance Officer or another staff member designated by such Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Robert Wood Johnson | RWJBarnabas
University Hospital HEALTH
Somerset



RWJ Health Connect

RWJ Health Connect allows you to manage your health care online. You can use RWJ Health Connect 24/7 from any computer with an internet connection and web browser to:

- Receive lab, X-ray and other test results from Robert Wood Johnson University Hospital.
- View your current medications, test results and immunizations.
- If your doctor is online with RWJ Health Connect, you also may be able to use this service to request medication refills, schedule doctor appointments and request referrals.

RWJ Health Connect is part of the largest health information exchange in New Jersey—Jersey Health Connect—which includes health systems and hospitals, physician group practices, long-term care facilities and home health agencies in northern and Central New Jersey. This health information exchange enables real-time sharing of your health records between hospitals and other providers throughout the region.

One of the most convenient features of RWJ Health Connect is the online Personal Health Record (PHR). This service allows you to store, view and update all your health information in one secure place. You decide who has access to your medical history, ensuring your privacy.

All the information you need about your health care is at your fingertips, including medications, test results, allergies, immunizations and other medical history.

RWJ Health Connect also helps ensure that all your health care providers make decisions based on your complete, up-to-date medical history. A PHR can help providers make diagnoses, prescribe medications and monitor treatment plans.

A PHR also can help you manage care for a spouse, child or aging parent.

Unlike email, a RWJ Health Connect message uses secure RelayHealth technology. Only you, your doctor and your doctor's authorized staff have access.

To get started, go to www.rwjconnect.com.



Bienvenido al Robert Wood Johnson University Hospital Somerset

RWJ Health Connect

Inscríbase en nuestra herramienta en línea para acceder a sus resultados de laboratorio, rayos X y otras pruebas, contactarse con el consultorio de su médico, obtener nuevas prescripciones de medicamentos, programar citas y solicitar derivaciones. Ingrese en www.rwjuh.edu y haga clic en RWJ Health Connect para crear una cuenta segura.

Bienvenido a Robert Wood Johnson University Hospital Somerset, miembro de RWJBarnabas Salud. Nuestra mayor preocupación es el cuidado y bienestar de nuestros pacientes. Deseamos hacer que su paso por este establecimiento sea lo más placentero posible. Contamos con el mejor equipo médico y la mejor tecnología en el área central de Nueva Jersey para tratar a nuestros pacientes y ayudarlos en su proceso de recuperación. Nuestro equipo médico se compromete a brindar la mejor calidad y a conseguir la plena satisfacción de nuestros pacientes; por esto, quedamos a su entera disposición para responder cualquier pregunta o atender las necesidades especiales que tenga.

Esta Guía para el paciente tiene el objeto de ayudarlo a comprender la rutina y el procedimiento de nuestro hospital, y describe algunos servicios especiales que brinda el Robert Wood Johnson University Hospital Somerset. Si necesita más información, no dude en consultar con su médico o enfermera.

Nos sentimos orgullosos de que haya elegido el Robert Wood Johnson University Hospital Somerset como centro de atención médica y quedo a su entera disposición para cualquier comentario o sugerencia que desee hacernos. No dude en comunicarse con nuestro Departamento de Experiencia del Paciente al 908-685-2599.

El contenido editorial representado aquí es responsabilidad de PatientPoint. Este material es sólo para uso educativo. No contiene, ni deberá interpretarse como que contiene consejo médico. Hable con su médico antes de realizar cualquier cambio a su estilo de vida o tratamiento. Los patrocinadores serán responsables del material proporcionado, y la participación de su proveedor de atención médica en el programa no representa ningún endoso explícito o implícito de cualquier material presentado. Las personas que se muestran son modelos y se desconoce que tengan algún problema de salud. Las imágenes son sólo para fines ilustrativos. Créditos de imagen: Getty Images, iStockphoto. ©2017 PatientPoint®



Información sobre el hospital

Robert Wood Johnson University Hospital Somerset es un hospital regional acreditado nacionalmente, que cuenta con 355 camas en Somerville, Nueva Jersey y que proporciona servicios integrales de emergencia, médicos y quirúrgicos así como también servicios de rehabilitación.

El hospital está reconocido a nivel nacional como un hospital Magnet® de enfermería especializado. Este reconocimiento que otorga el Centro Estadounidense de Acreditación de Enfermería, representa el más prestigioso honor que se otorga a las organizaciones de asistencia sanitaria que proporcionan la más alta calidad de atención.

Robert Wood Johnson University Hospital Somerset ha obtenido una puntuación de seguridad hospitalaria “A” la primavera de 2017, del grupo Leapfrog, una organización nacional independiente sin fines de lucro, dirigida por los empleadores y otros grandes compradores de beneficios para la salud. Solo un tercio de más de los 2,600 hospitales analizados en todo el país ha obtenido una “A”, la máxima calificación de seguridad del paciente, lo que demuestra un enfoque unificado y el compromiso con la seguridad y cuidados del paciente.

El hospital ha sido designado como una instalación de Enfermería que brinda Cuidado de Calidad para el Sistema de Salud de las Personas Mayores (NICHE por sus siglas en inglés). La designación NICHE (enfermería que brindan un cuidado de calidad para el sistema de salud de las personas mayores) indica un compromiso de excelencia en el cuidado de los ancianos.

Robert Wood Johnson University Hospital Somerset también se distingue por su Centro de Cirugía conjunta, y fue galardonado con el Sello de Oro de Aprobación de la Comisión Conjunta en cirugía de reemplazo completo de rodilla y cadera. El Centro de Cirugía Conjunta ofrece un enfoque integrado para la atención al paciente, que incluye clases de educación preoperatoria, terapia de grupo y un coordinador de cuidados del paciente.

Por nuestro programa de cirugía bariátrica, el hospital está reconocido como un Centro de Excelencia en cirugía bariátrica y metabólica™ por la Surgical Review Corporation. El hospital está designado como Centro Primario de ACV por la Comisión Conjunta y el Departamento de Salud y Servicios para Ancianos de Nueva Jersey.

NUESTRA DIRECCIÓN

110 Rehill Avenue
Somerville, NJ 08876

Su opinión cuenta

Poco después de ser dado de alta, es posible que reciba una encuesta confidencial de satisfacción del cliente en su correspondencia. Le pedimos que se tome un tiempo para responderla y devolvémosla. Su opinión es una parte importante de nuestro objetivo de mejorar la atención y los servicios que brindamos.





Información sobre el hospital

Para obtener una derivación a un médico del Robert Wood Johnson University Hospital Somerset, llame a nuestro servicio de derivaciones médicas disponible las 24 horas al 888-MD-RWJUH.

Para obtener más información acerca del Robert Wood Johnson University Hospital Somerset, visite www.rwjuh.edu.



El Steeplechase Cancer Center en Robert Wood Johnson University Hospital Somerset ofrece amplios servicios de atención de cáncer para pacientes ambulatorios, que incluyen servicios de mamografía, radioterapia oncológica, terapia de infusión, estudios de investigación clínica, programas de detección de cáncer de pulmón, asesoría nutricional, servicios de medicina complementaria y boutiques con artículos de especialidad exclusiva para los pacientes con cáncer. El centro ha sido galardonado con el prestigioso premio al Logro Sobresaliente por la Comisión de cáncer del Colegio Americano de Cirujanos. El programa de cuidado de las mamas Sanofi de los Estados Unidos (Sanofi US Breast Care Program) es uno de los pocos programas de cuidado mamario en Nueva Jersey que ha logrado plena acreditación otorgada por el Programa Nacional de Acreditación para Centros de mama. También ha sido nombrado uno de los Centros de Imágenes de mamas de excelencia por el Colegio Americano de Radiología.

Robert Wood Johnson University Hospital Somerset ha recibido el Sello de Oro de Aprobación de la Comisión Conjunta por su programa para el infarto agudo de miocardio (ataque cardíaco).

El hospital es uno de los nueve centros de coordinación médica establecido por el Departamento de Salud de Nueva Jersey y Servicios Superiores para coordinación de la comunicación entre los equipos de respuesta a emergencias durante una situación fatal.

Robert Wood Johnson University Hospital Somerset también ofrece servicios ambulatorios en ubicaciones convenientes en el centro de Nueva Jersey, lo que incluye terapia física deportiva y Centros de alto rendimiento en Bridgewater, así como también ofrece servicios de terapia física en Hillsborough, Princeton y Flemington. El hospital es el primero en Nueva Jersey en prestar servicios especializados de atención primaria para la comunidad de LGBTQIA (que abarca las distintas orientaciones sexuales e identidades de género) en PROUD Health Family, ubicado en Somerset Family Practice. Además, las prácticas de médicos afiliados al hospital proporcionan atención para familias en toda nuestra comunidad.



Directorio telefónico

El horario de atención entre semana es de 8 a.m. a 4:30 p.m.

Admisión	908-685-2957
Prueba previa a la admisión	908-685-2918
Registro previo	908-704-3745
Donación de sangre	908-685-2926
Atención de trastornos de la conducta	800-300-0628
Servicios de cardiología	908-685-2947
Administración de la atención médica/	
Trabajo social	908-685-2953
Salud comunitaria	908-685-2814
Servicio de asesoría para diabéticos	908-685-2846
Departamento de urgencias	908-685-2920
Servicios de alimentos	908-685-2200, ext. 3393
Fundación	908-685-2885
Servicio de limpieza	908-685-2822
Laboratorio	908-685-2923
Objetos perdidos	908-685-2430
Mantenimiento	908-685-2200, ext. 4321
Biblioteca médica	908-685-2423
Registros médicos	908-685-2916
Administración de enfermería	908-595-2344
Servicios religiosos	908-685-2425
Oficina de representación del paciente	908-685-2430
Derivaciones médicas	888-MD-RWJUH
Radiología	908-685-2930
Recepción	908-685-2200, opción 3
Medicina de rehabilitación	908-685-2945
Seguridad	908-685-2978
Centro oncológico Steeplechase	866-742-5762
Grupos de apoyo	908-685-2814
Servicio de teléfono	marque "0"
Servicio de televisión	908-685-2200, ext. 3360
Departamento de voluntariado	908-685-2952

* Marque 9 para llamar a un número fuera del hospital.
Visítenos en rwjuh.edu.

¿Desea llamar a un departamento DENTRO del hospital?
Marque los últimos cuatro dígitos del número.

NÚMERO PRINCIPAL

908-685-2200

Facturación

908-203-5992

Cafetería

908-685-2471

Altas

908-685-2953

Tienda de regalos

908-685-2200, ext. 3362

Nuevo Servicio de Referencias Médicas 888-MD-RWJUH.

Operadoras en vivo disponibles 24/7. Se hablan una variedad de idiomas.

¿Recibió una carpeta de información para el paciente?

Si no la recibió, pídale a su enfermera que le proporcione una.





Durante su estadía

HORARIOS DE VISITA

General

- Todas las visitas deben firmar en recepción, en el vestíbulo, donde se les entregará un pase.
- El horario de visita es de 9 a.m. a 8 p.m., con las excepciones que se describen a la derecha.
- Las visitas deberán limitarse a una o dos por vez.

Maternidad

Padres o parejas:

a cualquier hora.

Horario general de visita: de 12 a 2 p.m. y de 6 a 8 p.m.

Dos visitas además de padres/seres queridos y hermanos permitidos durante el horario de visita general.

Momento de tranquilidad

Con el fin de crear un entorno tranquilo para nuestros pacientes, el horario para el momento de tranquilidad es de 3:15 a 4:15 p. m. y de 8 p. m. a 6:30 a. m. todos los días.

Contamos con políticas y procedimientos para ayudarle a usted y a su familia a trabajar con los médicos, enfermeras y personal, para sacarle el mejor provecho a su estadía en el hospital. Tómese unos minutos para revisar estas pautas con sus seres queridos.

Horarios de visita para otras unidades

Unidad de salud del comportamiento

Martes, jueves y fines de semana: de 7 a 8 p.m.

Pabellón de cuidados especiales

Las visitas siempre son bienvenidas, salvo entre las 6 y las 8 a. m. y entre las 6 y las 8 p. m. Las visitas se limitan a dos personas a la vez durante intervalos de media hora. Familiares directos y seres queridos solamente. **No se permiten plantas, flores o globos de látex.**

Unidad para desórdenes alimenticios

Lunes, martes, jueves y viernes: de 7 a 8:30 p.m.

Miércoles: de 6:30 a 8:30 p.m.

Fines de semana: de 2 a 5 p.m. y de 7:30 a 8 p.m.

Partos y nacimientos

Padres, abuelos y parejas: en cualquier horario. La visita de hermanos sólo puede realizarse según se acuerde con el personal de enfermería.

Pabellón de oncología Nardoni

Las 24 horas del día, los siete días de la semana.

El personal de enfermería considerará las solicitudes de visitas o estadías nocturnas adicionales caso por caso.

Sala de espera para la unidad de recuperación tras cirugía y anestesia

En el tercer piso, ala sur, hay una sala de espera para los familiares de pacientes que hayan sido sometidos a una cirugía. Cuando la cirugía haya terminado, se informará a los familiares del paciente a través del teléfono que está en la sala de espera. Además, un voluntario estará disponible entre las 9 a.m. y las 4 p.m., de lunes a viernes para recibir actualizaciones sobre su estado. No se permiten visitas en la unidad.

Pabellón quirúrgico Obzansky

De 9 a.m. a 8 p.m. todos los días. Dos visitas por vez. En cada habitación hay baño privado con duchas con acceso para discapacitados, televisión con pantalla plana, reproductor de DVD, sofá cama o sillones reclinables para los familiares que deseen pasar la noche en el hospital.

Estacionamiento

El Robert Wood Johnson University Hospital Somerset ofrece un amplio estacionamiento con dos plataformas y varios lotes en planta baja. Estacionamiento gratuito patrocinado por Flemington Car and Truck Country Family of Dealerships.

Cómo llamar a su enfermera

El sistema de intercomunicación en su habitación se encuentra montado en la pared, arriba de la mesa de noche. El sistema se utiliza para comunicarse por voz con el personal en la estación de enfermería.

Del intercomunicador sale un altavoz de almohada que puede fijarse a su cama para mayor conveniencia. Para llamar a la estación de enfermería, presione la barra superior que dice “NURSE” (enfermera) y un miembro del personal le responderá por el intercomunicador. Cuando le respondan, asegúrese de hablar en un tono de voz normal. Algunas camas tienen el botón para llamar a la enfermera empotrado en la baranda lateral. Pregunte a su enfermera qué sistema tiene para llamarla.

Intérpretes

Robert Wood Johnson University Hospital Somerset ha invertido en servicios de interpretación de videos a distancia para brindar servicios de traducción para las personas que se comunican en idiomas distintos del inglés hablado; estos idiomas incluyen el lenguaje de señas estadounidense. Nuestra inversión en los servicios de VRI es el resultado de la investigación en los sistemas de comunicación eficaces que cumplen todos los requisitos legales o reglamentarios para lograr una comunicación eficaz con los pacientes no angloparlantes, que incluyen pacientes con dificultades auditivas. Nuestro personal está preparado para trabajar con nuestros pacientes para utilizar el sistema de VRI y cualquier otra técnica de comunicación auxiliar, como un tablero

Deje sus objetos de valor en casa

Si tiene objetos de valor, como joyas o dinero, entréguelos a un pariente o amigo para que los cuide durante el tiempo que usted esté en el hospital. También puede solicitarle a su enfermera que los deposite en la caja de seguridad del hospital. Las prótesis dentales, los aparatos auditivos, las gafas y lentes de contacto deben colocarse en recipientes protectores en el estante de su habitación cuando no los esté utilizando. No los coloque en su cama ni en la bandeja para comida, pueden dañarse o perderse. También es importante que deje sus medicamentos en su hogar, exceptuando cualquier medicamento de investigación que esté tomando. **El Robert Wood Johnson University Hospital Somerset no se hace responsable ni reemplazará sus efectos personales.** Los artículos que se encuentran en el centro médico se guardan durante 30 días en la Oficina de representación del paciente. Si necesita más información, llame al 908-685-2430.

Tienda de regalos

La tienda de regalos, que se encuentra ubicada al final del pasillo ofrece artículos de entretenimiento para el paciente, regalos especiales, flores, tarjetas, refrigerios y más. En rwjuh.edu también podrá ordenar regalos, globos, flores y tarjetas personalizadas. Se acepta dinero en efectivo, cheques y tarjetas de crédito

Horarios:

Lunes a viernes
De 9 a.m. a 8 p.m.
Sábados
De 10 a.m. a 7 p.m.
Domingos
De 10 a.m. a 7 p.m.

Teléfonos celulares

Está permitido el uso de teléfonos celulares, pero le pedimos que sea respetuoso con quienes lo rodean. Aconsejamos a todos nuestros visitantes que para hablar por teléfono se dirijan a un lugar tranquilo en el corredor. Para proteger la privacidad de los pacientes, se prohíbe el uso de teléfonos con cámara.

de comunicación, que son necesarios para garantizar una comunicación eficaz.

Teléfono

- Para llamadas locales con el prefijo 908, marque 9 + el número.
- Para llamadas locales con el prefijo 732, marque 9 + 1 + 732 + el número.
- Para llamadas de larga distancia, marque 9 + 0 + código de área + el número.

Acceso a Internet

Está disponible el Wi-Fi Público en el campus de Robert Wood Johnson University Hospital Somerset.

La seguridad en casos de incendio

Realizamos simulacros de incendios periódicamente. Si escucha una alarma, quédese donde está. En caso de una emergencia real, el personal del hospital le notificará.

Fumadores

Como parte de nuestro compromiso como centro médico, de proporcionar un ambiente seguro y saludable, no se permite fumar en ninguna parte del hospital ni en el predio del hospital.

Aparatos eléctricos

Los aparatos eléctricos incluyendo los secadores de pelo, los rizados, rasuradoras, radios, paños calentadores, calentadores portátiles, VCR, computadoras y otros equipos no están permitidos en las habitaciones de los pacientes. Puede usar únicamente aparatos que funcionen con pilas.

Cajero automático

Para su conveniencia, en el vestíbulo central encontrará un cajero automático.

TV

Todas las habitaciones tienen un televisor. Le rogamos que sea respetuoso con los demás pacientes y mantenga el volumen de la televisión bajo. Los equipos se controlan a través del altavoz de almohada, que se puede sujetar a su cama, o por controles remotos ubicados en el panel de la baranda lateral. En el reverso de esta guía encontrará una

lista de los canales y se ofrecen películas a pedido para su conveniencia. Todos los televisores tienen subtítulo para las personas con discapacidades auditivas.

Correspondencia

La correspondencia y los paquetes le serán entregados por los voluntarios del hospital. La correspondencia que los pacientes reciban después del alta será reenviada a su domicilio particular. Si lo desea, puede entregar a cualquiera de nuestras enfermeras la correspondencia que desee enviar. Puede obtener sus estampillas en la tienda de regalos.

Flores

Los voluntarios del hospital o el personal de la florería son los encargados de la entrega de flores. **No se permiten flores en las unidades de cuidado intensivo, cirugía, trabajo de parto y nacimientos y la sala de recuperación quirúrgica.**

Cafetería

El comedor de Somerset cuenta con el por su café Gevalia, una barra de ensaladas, estación para delis, parrilla, sopas al estilo casero, platillos calientes y deliciosos postres.

Servicios religiosos

El centro brinda ayuda espiritual a los pacientes y sus familiares por medio de los capellanes del personal, voluntarios y clérigos del área. Un sacerdote de la iglesia católica y ministros de la eucaristía se encuentran disponibles para necesidades sacramentales. Comuníquese a la extensión 2425 o, si desea recibir la visita de un sacerdote, solicítelo a su enfermera. La capilla está ubicada en el primer piso.

Farmacia

Ha abierto una nueva farmacia Walgreens en el Departamento de emergencias de RWJ Somerset, lo que le permite comprar sus medicamentos con receta antes de ir a casa. La farmacia está abierta de lunes a viernes de 9 a. m. a 6 p. m y la atienden dos farmacéuticos y dos técnicos farmacéuticos. El personal de farmacia le llevará sus medicamentos a la habitación antes de que se le dé el alta y le explicará por qué se prescribieron los medicamentos, y se recomendó la dosis y los posibles efectos secundarios.

¿Dónde se encuentra la Cafetería?

UBICACIÓN:

Planta baja

Los visitantes son bienvenidos en el comedor de Somerset.

Horarios:

Desayuno

De 6:15 a 10 a.m.

Almuerzo

De 11 a.m. a 2 p.m.

Cena

De 4 a 7 p.m.

Good Day Café

Este café está ubicado en la entrada del hospital y allí podrá encontrar café de Starbucks, pasteles recién hechos, sopas, ensaladas y una gran variedad de sándwiches y refrigerios. El horario es de 6 a.m. a 10 p.m. de lunes a viernes, y de 2 p. m. a 10 p. m. los fines de semana.

Comidas

Si tiene preguntas o dudas acerca de las comidas de los pacientes, comuníquese con la Oficina de alimentación, a la extensión 3393.



Sus derechos y responsabilidades

Como paciente en un hospital de Nueva Jersey, usted tiene derecho a:

Atención médica

- ✓ Recibir una explicación comprensible por parte del médico acerca de su afección médica, incluidos el tratamiento recomendado, los resultados esperados, los riesgos y las alternativas razonables.
- ✓ Prestar el consentimiento informado por escrito antes de iniciar los procedimientos o tratamientos médicos que no son de emergencia.
- ✓ Estar informado de las políticas y procedimientos escritos del hospital con respecto a los métodos para salvar vidas y el uso o retiro del sostén vital.
- ✓ Rechazar los medicamentos y el tratamiento en la medida en que lo permita la ley y estar informado de las consecuencias médicas del rechazo.
- ✓ Estar incluido en la investigación experimental solo cuando haya prestado el consentimiento informado para participar.
- ✓ Elegir su propia enfermera profesional privada y contratarla directamente para esta atención durante la hospitalización.
- ✓ Recibir evaluación y tratamiento adecuados para el dolor.

Traslados

- ✓ Ser trasladado a otro establecimiento solo si el hospital actual no puede proporcionar atención médica adecuada o si usted o su familia solicitan un traslado.
- ✓ Recibir de un médico, con antelación, una explicación de las razones del traslado, incluidas las alternativas, la verificación de la aceptación del establecimiento receptor y la certeza de que el traslado no empeorará su afección médica.

Comunicación e información

- ✓ Ser tratado con cortesía, consideración y respeto.
- ✓ Saber los nombres y funciones de todos los profesionales de atención médica que lo atienden en forma directa.
- ✓ Recibir los servicios de un traductor o intérprete, si es necesario, para comunicarse con el personal del hospital.
- ✓ Estar informado de los nombres, cargos y obligaciones de otros profesionales de atención médica y de las instituciones educativas que participan en su tratamiento. Usted tiene el derecho a no autorizar su participación.
- ✓ Ser informado por escrito de las normas del hospital con respecto a la conducta de los pacientes y visitas.
- ✓ Recibir información con respecto a sus derechos de visita.
- ✓ Recibir un resumen de sus derechos de paciente, incluidos los nombres y teléfonos del personal del hospital a quien dirigir las preguntas o quejas.

Historias clínicas

- ✓ Tener acceso inmediato a sus historias clínicas.
- ✓ Obtener una copia de sus historias clínicas a una tarifa razonable dentro del plazo de 30 días después de presentar una solicitud por escrito al hospital.

Costo de la atención hospitalaria

- ✓ Recibir una copia de los cargos hospitalarios y una factura detallada, si se la solicita, y una explicación.
- ✓ Apelar los cargos y recibir una explicación del proceso de apelación.
- ✓ Obtener la ayuda del hospital para asegurar la asistencia pública y los beneficios de atención médica privados a los que pudiera tener derecho.

Planificación del alta

- ✓ Estar informado acerca de cualquier necesidad de atención de seguimiento y recibir asistencia para obtener esta atención.
- ✓ Recibir suficiente tiempo antes del alta para solicitar la atención de seguimiento después de la hospitalización.
- ✓ Estar informado acerca del proceso de apelación del alta.

Privacidad y confidencialidad

- ✓ Tener privacidad física durante el tratamiento médico y las funciones de higiene personal, a menos que necesite ayuda.
- ✓ Estar seguro de la confidencialidad acerca de la información de su estadía y salud.
- ✓ Tener acceso al almacenamiento individual y seguro de sus pertenencias.

Ausencia de abusos y restricciones

- ✓ Quedar exento de maltrato físico y mental.
- ✓ Quedar exento de restricciones, a menos que tenga autorización de un médico durante un período limitado para proteger su seguridad o la seguridad de los demás.

Derechos civiles

- ✓ Recibir tratamiento y servicios médicos sin discriminación según la raza, edad, religión, origen nacional, sexo, preferencias sexuales, discapacidad, diagnóstico, capacidad de pago o forma de pago.
- ✓ Ejercer sus derechos constitucionales, civiles y legales.

Preguntas, quejas y apelaciones

- ✓ Realizar preguntas o presentar quejas sobre los derechos de los pacientes con un miembro del personal del hospital

designado y recibir una respuesta dentro de un plazo razonable.

- ✓ Recibir información de contacto para preguntas y quejas por parte del hospital:

Departamento de experiencia del paciente al 908-685-2430.

Para una investigación más a fondo, puede comunicarse con nuestra **línea directa de cumplimiento corporativo** al 877-888-4810. También puede comunicarse con el **Departamento de Salud de NJ** y el programa de quejas del servicio para adultos mayores al 800-792-9770, o PO Box 367, Trenton, NJ 08625.

O comunicarse a:

La comisión conjunta

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610

Usted es responsable de:

- ✓ Proporcionar información precisa y completa acerca de su afección médica presente y pasada.
- ✓ Informar cambios inesperados en su afección.
- ✓ Informar a sus proveedores de atención médica si comprende el plan de atención y qué se espera de usted.
- ✓ Seguir el plan de tratamiento recomendado por sus proveedores de atención médica.
- ✓ Ir a las citas y, si no puede, notificar a la persona adecuada.
- ✓ Conocer las consecuencias de sus acciones si usted rechaza el tratamiento o no sigue las indicaciones.
- ✓ Ser considerado respecto de los derechos de los demás pacientes y el personal del hospital, y seguir la política y las normas del hospital con respecto a la atención y la conducta.

Estadía segura

R

¿Qué sucede con sus objetos de valor?

Consulte la página 43.

Usted puede contribuir a la seguridad en el cuidado de su salud.



Mientras usted esté en el hospital, habrá muchas personas que ingresarán en su habitación, desde médicos y enfermeras hasta asistentes y auxiliares. La siguiente información hará que su estadía en el hospital sea segura y cómoda.

No tenga miedo de preguntar...

Diferentes personas ingresarán en su habitación. Asegúrese de:

- Pedirle una identificación a todos aquellos que entren en su habitación.
- Comentarle si el personal del hospital no verifica su identificación.
- Preguntarle a la persona si se ha lavado las manos antes de tocarlo.
- Si se le dicen que debe realizarse ciertas pruebas o debe someterse a ciertos procedimientos, pregunte el motivo, cuándo se realizarán y cuánto tiempo tardarán hasta que los resultados estén listos.

USTED ESTÁ AL MANDO

Pueden ocurrir errores durante su estadía en el hospital. Pueden tener que ver con medicamentos, procedimientos o trámites, como por ejemplo que su comida tenga sal cuando usted tiene que seguir una dieta sin sal o que reciba los formularios médicos de otra persona.

Puede ayudar a prevenir errores si usted toma el mando de su cuidado. Asegúrese de:

- estar informado acerca de su condición médica.
- saber los detalles de su plan de tratamiento.
- comprender las pruebas y procedimientos a los que estará sometido.

Su médico puede responderle estas preguntas. Tome nota cuando hable con su médico o pídale a un familiar o amigo que haga esto por usted, para que después se las puedan dar. También pídale a su médico toda la información por escrito que pueda proporcionarle acerca de su condición de salud y tratamientos. Recuerde: usted está al mando.

Lucha contra las infecciones

Debe saber que, durante el tiempo que está en el hospital recuperándose, existe la posibilidad de desarrollar una infección. La primer y más importante cosa que debe hacer para prevenir infecciones es lavarse las manos o usar desinfectante para manos y asegurarse de que todas las personas que entren en contacto con usted, incluyendo médicos y enfermeras, se laven las manos también.

Usted, sus familiares y amigos deben lavarse las manos:

1. después de tocar objetos que se encuentren sobre las superficies de la habitación del hospital.
2. Antes de comer.
3. Después de usar el baño.

También es importante que el personal médico y de enfermería se lave las manos con jabón y agua o con un limpiador a base de alcohol antes y después de tocarlo, siempre. Los dispensadores pueden estar ubicados en áreas no públicas, por eso es posible que usted no vea cuando las personas que le atienden se laven las manos. Usted y su familia no deben tener miedo ni sentir vergüenza de preguntar si se han lavado las manos.

Prevención de errores médicos

Si participa en su atención, puede ayudar a los miembros de su equipo de cuidado de la salud a prevenir errores en la medicación. Puede hacerlo de esta manera:

Asegúrese de que todos sus médicos sepan qué medicamentos está tomando, incluyendo los medicamentos por prescripción, los de venta libre, los suplementos herbales y vitamínicos, los remedios naturales y las drogas recreativas.

Asegúrese de que sus médicos estén al tanto de cualquier tipo de alergias a medicamentos, anestesias, alimentos, productos de látex, etc. que pueda tener.

Cuando le traigan medicamentos o fluidos intravenosos pídale a la persona que vuelva a verificar para asegurarse que esos medicamentos sean para usted. Muéstrole su pulsera de identificación para confirmarlo. Recuerde: usted tiene un papel muy importante en ayudar a reducir los errores en la medicación.



¡Feliz cumpleaños!

Lávese las manos con jabón y agua tibia durante 15 a 20 segundos. Es el tiempo aproximado que uno tarda en cantar "Feliz cumpleaños" dos veces.



¿No tiene jabón? No hay problema

Los limpiadores para manos a base de alcohol son tan efectivos como el jabón y el agua en cuanto a eliminación de gérmenes. Para utilizarlos, aplique una porción en la palma y frótese las manos. Continúe frotándose alrededor de los dedos y las manos hasta que se sequen.

Estadía segura

 Los pacientes de **todas las edades están en riesgo de caerse** debido a los medicamentos que tienen efectos que los **marean, debilitan o les hacen perder la estabilidad**.

Conozca sus medicamentos

Durante su internación, es posible que el médico le prescriba ciertos medicamentos. Asegúrese de comprender exactamente cuáles son y por qué motivo se los está prescribiendo. Utilice esta lista para obtener la información que necesita del médico:

- ☐ ¿Cómo se llama el medicamento?
¿Cuál es el nombre genérico?
- ☐ ¿Por qué tengo que tomarlo?
- ☐ ¿Qué dosis voy a tomar?
¿Con cuanta frecuencia y durante cuánto tiempo?
- ☐ ¿Cuáles son los posibles efectos secundarios?
- ☐ ¿Puedo tomar este medicamento mientras estoy tomando mis otros medicamentos o suplementos dietarios?
- ☐ ¿Hay algún alimento, bebida o actividad que deba evitar mientras tomo este medicamento?

Prevención de caídas

Los pacientes generalmente se caen porque están tomando medicamentos que los hacen sentir mareados, se sienten débiles e inestables debido a enfermedades o procedimientos médicos o porque han estado sentados o acostados por mucho tiempo. El programa "Spotlight for Safety" del Robert Wood Johnson University Hospital Somerset ha sido diseñado para reducir los riesgos de caídas.

Por su seguridad, por favor:

- Siempre pida ayuda antes de levantarse de la cama.
- Mantenga el botón de llamar a su alcance.
- Tenga los artículos que necesita cerca suyo, por ejemplo sus anteojos, pañuelos, teléfono y cualquier otra cosa que pueda necesitar.
- Cuando llegue la ayuda, siéntese en la cama con calma y lentamente, para prevenir mareos.
- Camine cerca de las paredes y sosténgase de las barandas mientras esté en el baño.

TVP:

DISMINUYA SU RIESGO

La trombosis venosa profunda (TVP) ocurre cuando la sangre se coagula en las piernas y bloquea la circulación. Los coágulos pueden depositarse en el cerebro, el corazón o los pulmones y causar daños o inclusive la muerte. Cuando está hospitalizado y en cama, con actividad física limitada, su riesgo de desarrollar TVP aumenta.

Pregúntele a su médico si puede usar botas o medias de compresión y anticoagulantes para prevenir la TVP durante su estadía.

Avísele a su médico o enfermera si presenta alguno de los siguientes síntomas:

Calambres o entumecimientos en las piernas que empeoran

Inflamaciones o decoloraciones en la pierna, antebrazo o cuello

Falta de aire sin motivo aparente

Dolor en el pecho que se empeora cuando respira profundo o tose

Mareos o desmayos



¿Cuáles son sus directivas anticipadas?

Directivas anticipadas

Usted tiene el derecho a tomar decisiones acerca de su propio tratamiento médico. Estas decisiones se vuelven más difíciles si, debido a enfermedades o cambios en su estado mental, usted se encuentra imposibilitado para decirle a su médico y a sus seres queridos qué tipo de tratamiento desea recibir. Por este motivo es importante que haga saber lo que desea con anticipación. Le pedimos que un familiar traiga una copia de sus documentos al centro médico.

Ésta es una descripción de cada tipo de directiva:

Testamento vital - es un conjunto de instrucciones que registran su voluntad acerca de los tratamientos para preservar la vida. Se utilizará si su situación se agrava hasta el punto de ser terminal, o lo deja incapacitado o imposibilitado para comunicarse o tomar decisiones. Un testamento vital tiene la función de proteger su derecho a aceptar o rehusarse a recibir atención médica y libera a sus familiares, amigos y profesionales de la salud de la carga de tomar la decisión por usted.

Representante de atención médica - Una persona (agente) que usted elije para tomar decisiones médicas por usted, en caso de que esté imposibilitado de tomarlas usted mismo. Elija a alguien que conozca bien y en quien confíe para representar sus deseos. Asegúrese de hablar con esta persona antes de nombrarlo como agente. Recuerde que un agente puede tener que usar su propio juicio en caso de que haya que tomar una decisión médica para la que se desconozcan sus deseos.

Poder duradero - *Para la atención:* es un documento legal que nombra a su representante de atención médica. Una vez que se encuentra escrito, debe firmarse, fecharse y darse fe y certificarse, hacerse una copia y colocarse en su expediente médico. Deberá traerlo cada vez que ingrese al centro médico. *Para finanzas:* Quizás también desee elegir a alguien para manejar sus asuntos financieros cuando no pueda hacerlo usted mismo. Un poder duradero para finanzas es un documento legal separado del poder duradero de atención médica. Puede elegir a la misma persona para ambas funciones o a distintas personas.

¿Qué son las Directivas anticipadas?

Un testamento vital, un representante de atención médica y un poder duradero son los documentos que le permiten dar instrucciones al personal médico, sus familiares y amigos acerca de la atención futura cuando no pueda comunicárselas usted mismo. No es necesario recurrir a un abogado para realizar las directivas anticipadas.

Una directiva anticipada está disponible en nuestro sitio Web, www.rwjuh.edu, o en el centro médico. Para obtener ayuda sobre cómo completar un formulario de una directiva anticipada, por favor comuníquese con una trabajadora social llamando al Administrador del Caso al 908-685-2953.

Comité de bioética

En el caso de que se produzca un desacuerdo entre los familiares o los prestadores de atención médica respecto a su voluntad sobre el tratamiento para preservar la vida u otros temas relativos a sus directivas anticipadas, el comité de ética estará disponible para escuchar tales disputas. Comuníquese con su trabajador social para más información.



Su privacidad e información

Su información

Si cree que su información médica se utilizó o se dio a conocer de una manera que no esté permitida por la ley de privacidad o si no pudo ejercer sus derechos, comuníquese con el representante de privacidad de HIPAA en el centro médico, al 908-685-2914. También puede presentar una queja al gobierno de Estados Unidos. Visite <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> para obtener más información. No se tomará ninguna represalia contra usted por presentar una queja.



Privacidad e información médica

Usted tiene derechos de privacidad bajo la ley federal que protege su información médica. Es importante que conozca estos derechos. La ley federal establece reglas y límites acerca de las personas que pueden conocer y recibir su información médica.

¿A quiénes aplica esta ley?

- ✓ A la mayoría de los médicos, enfermeras, farmacias, hospitales, clínicas, instituciones de cuidado y muchos otros prestadores de servicios médicos y sus proveedores.
- ✓ Empresas de seguros médicos, organizaciones para el mantenimiento de la salud y la mayoría de los planes médicos grupales para empleados
- ✓ Ciertos programas del gobierno que costean atención médica, como Medicare y Medicaid

¿Qué información se protege?

- ✓ Información que sus médicos, enfermeras y otras personas que le atienden escriben en sus registros médicos
- ✓ Conversaciones que sus médicos tienen con las enfermeras y otras personas acerca de su atención o tratamiento
- ✓ Información acerca de usted en el sistema informático de su asegurador médico
- ✓ Información de facturación en su clínica
- ✓ La mayoría de la información acerca de usted que está a cargo de aquellas personas a quienes se aplica esta ley

Usted tiene derechos sobre su información médica.

Los proveedores y los aseguradores médicos a quienes que se les exige que sigan esta ley deben respetar su derecho a:

- ✓ Pedir ver y obtener una copia de sus registros médicos
- ✓ Pedir que se agreguen correcciones a su información médica
- ✓ Recibir un aviso que le notifique cómo se utilizará y se dará a conocer su información de salud
- ✓ Decidir si quiere autorizar antes de que su

información médica se utilice o se dé a conocer para para ciertos fines, como por ejemplo marketing

- ✓ Obtener un informe acerca de cuándo y por qué motivos se dio a conocer su información médica para ciertas finalidades

- ✓ Presentar una queja

Para asegurarse de que su información médica esté protegida de forma tal que no interfiera con su atención médica, se puede utilizar y dar a conocer:

- ✓ Para coordinar su tratamiento y atención
- ✓ Para pagar a los médicos y hospitales por la atención que recibió y ayudar al funcionamiento del negocio
- ✓ Con su familia, parientes, amigos u otras personas que usted identifique como involucrados con su atención médica o las facturas de la atención médica, a menos que usted exprese lo contrario
- ✓ Para proteger la salud pública, como

el caso de informar acerca de casos de influenza en su área

- ✓ Para realizar informes requeridos por la policía, como por ejemplo heridas de balas

Sin su autorización escrita, su prestador de servicios médicos no puede:

- ✓ Brindar su información médica a su empleador
- ✓ Utilizar o compartir su información médica para marketing o para fines publicitarios
- ✓ Compartir notas privadas acerca de las sesiones de consejería en relación con su salud mental
- ✓ Compartir información acerca de su atención con miembros de su familia que trabajen en el Robert Wood Johnson University Hospital Somerset.

Adaptación del Departamento de salud y servicios humanos de EE.UU. Oficina de derechos civiles.

¿Cómo consigo copias de mis registros médicos?

Las copias de su expediente médico podrán ser enviadas a su médico o a otro hospital sin costo alguno. Nuestro Departamento de Administración de Información de la Salud, ubicado en la planta baja, le podrá ayudar con esta solicitud.

Se requiere el consentimiento por escrito y una pequeña cuota para poder divulgar copias de registros médicos de los pacientes. De la misma manera le pedimos su comprensión en dar tiempo a que los registros médicos se completen. Los formularios de consentimiento en Inglés y Español están disponibles en nuestro sitio Web, www.rwjuh.edu.

Los pacientes, familiares y otras personas significativas solo podrán ver los registros médicos en una unidad de enfermería si un profesional de la salud está presente.

Para obtener mayores informes, llame a la Ext. 2916.

También podrá acceder a sus registros médicos electrónicamente, que incluye la revisión de los resultados de laboratorio e informes de radiología, a través de RWJ Health Connect, un nuevo portal de sitio Web seguro. Regístrese en www.rwjuh.edu haciendo clic en el icono de RWJ Health Connection.



Preparación para el alta

Cuando se le da de alta

Su médico determina cuándo está listo para ser dado de alta. Su médico y su enfermera le darán las instrucciones del proceso de alta y responderán cualquier pregunta que tenga acerca de la administración de su tratamiento y medicamentos una vez que esté en su casa. Si está confundido o no está seguro acerca de lo que debe hacer, qué medicamentos debe tomar o si tiene que restringir su dieta o actividades, no dude en preguntar y tomar notas.

Asegúrese de comprender todas las instrucciones que se le den antes de irse del hospital.



■ Cuando su doctor crea que usted está listo para irse del hospital, le dará de alta. Hable con su enfermera para saber los procedimientos del alta.

Éstos son algunos consejos para facilitar el proceso del alta run smoothly:

- Asegúrese de que su cuidador haya hablado con el encargado de su caso o trabajador social y que usted haya comprendido qué servicios puede necesitar después de salir del hospital.
- Verifique su fecha de alta con su enfermera o médico.
- Asegúrese de que alguien lo vaya a buscar.
- Revise cuidadosamente que no hayan quedado objetos personales en su habitación, baño o mesa de noche.
- Asegúrese de que su cuidador tenga todos los documentos necesarios para la facturación, las derivaciones, prescripciones, etc.

Facturación

Lo que cubrirá la factura del hospital

La factura del hospital cubrirá el costo de su habitación, las comidas, servicio de enfermería durante las 24 horas, trabajos de laboratorio, pruebas, medicación, terapias y el servicio de los empleados del hospital.

Mientras sea paciente en el centro médico, podrá recibir atención de parte de médicos que son proveedores de salud externos del Robert Wood Johnson University Hospital Somerset. Estos médicos incluyen anestesiólogos, radiólogos, médicos de emergencia y patólogos. Según el cuidado que usted necesite, se requerirá la asistencia de más médicos. Estos médicos no son empleados del Robert Wood Johnson University Hospital Somerset. Estos médicos independientes cobran sus servicios por separado. Las facturas que recibirá de estos médicos son distintas de la factura que recibirá del Robert Wood Johnson University Hospital Somerset.

El hospital es responsable de enviar las facturas a su empresa de seguros y hará todo lo posible por hacer



el proceso rápidamente. Debe tener en cuenta que su póliza es un contrato entre usted y su empresa de seguro y que usted es el responsable final del pago de su factura del hospital.

Coordinación de los beneficios (o COB)

Coordinación de los beneficios, al que se hace referencia como COB, es un término utilizado por las aseguradoras cuando usted está cubierto por dos o más aseguradoras. Ocurre generalmente cuando los cónyuges o las parejas aparecen en las pólizas de seguro del otro o cuando ambos padres han incluido a sus hijos en sus pólizas individuales, o cuando ambos padres tienen a sus hijos en sus pólizas individuales o cuando existe elegibilidad bajo dos programas federales. Esto también puede ocurrir cuando usted se ve involucrado en un accidente de automóvil y tiene un seguro médico y un seguro para el auto.

La mayoría de las empresas de seguros tienen disposiciones COB que determinan quién es el pagador principal de los gastos médicos en los que se incurrió. Ésta es una manera de impedir que se pague dos veces por lo mismo. La prioridad COB debe identificarse en el momento de la entrada al hospital para que cumpla con las reglas del seguro. Su seguro puede pedirle que complete un formulario COB antes de pagar una factura, y de ser así se intentará hacérselo saber. El hospital no puede proporcionar esta información a la aseguradora. Para que se pague la factura deberá resolver este problema con su aseguradora.

Medicare

El Robert Wood Johnson University Hospital Somerset es proveedor aprobado de Medicare. Todos los servicios que se facturen a Medicare seguirán las normas y procedimientos generales federales. Medicare tiene una cláusula COB. En el momento en que vaya a recibir atención, se le pedirá que responda algunas preguntas para determinar cuál es la empresa aseguradora primaria responsable del pago de su

¿No tiene seguro?

El Robert Wood Johnson University Hospital Somerset brindará servicios gratuitos o a un precio reducido a los vecinos de Nueva Jersey que no puedan pagar o que no lleguen a un ingreso específico, no cuenten con el capital necesario o que reúnan algún otro requisito establecido. Si usted considera que reúne los requisitos necesarios para acceder a este servicio, comuníquese con nuestro asesor económico para pacientes al 908-203-5992.





Preparación para el alta

Departamento de experiencia del paciente

Los representantes de pacientes están disponibles para ayudar a los pacientes y sus familias con necesidades, preocupaciones y preguntas. Los servicios incluyen la resolución de problemas con la atención al paciente, la explicación de políticas y procedimientos, la localización de objetos extraviados y la ayuda con los servicios de traducción. Esta oficina cuenta con servicio de notaría pública. Si tiene dudas o necesita ayuda, comuníquese al 908-685-2430.

consulta. Se le conoce como un cuestionario MSP y es una exigencia de la ley federal. Es importante que proporcione información precisa para que podamos facturar a la empresa aseguradora indicada.

Los deducibles y coaseguros de Medicare están cubiertos por su empresa aseguradora secundaria. Si no tiene una aseguradora secundaria, entonces se le pedirá que usted pague estas sumas o que acuerde un plan de pago. Si no puede pagar estos montos, le ayudaremos a determinar si califica para un programa subsidiado por el estado.

Seguro comercial

Como parte de nuestro servicio al cliente, le enviaremos una factura a su empresa de seguro comercial, teniendo en cuenta la información que nos proporcionó cuando se registró. Es muy importante que proporcione toda la información vinculada con el seguro, como el número de póliza, el número de grupo y la dirección de correo de su empresa de seguro.

Para los pacientes responsables del pago

El Departamento de servicios financieros al cliente le enviará un estado de cuenta para que realice el pago. Recibirá dos o tres estados de facturación y dos o tres llamadas por teléfono en el plazo de 90 días para obtener el pago o para planificarlo. Si no se establece un plan de pagos ni se realiza ningún pago durante los primeros 90 días, la cuenta se enviará a una empresa de cobros. Si necesita una factura detallada, puede obtenerla llamando al departamento de servicios al cliente en el número que aparece abajo o visitando rwjuh.edu. Si tiene preguntas respecto a su factura, comuníquese con el departamento de servicios financieros al paciente al 908-685-2833.

¿Preguntas?

Si tiene alguna pregunta sobre la facturación, comuníquese con un agente del Servicio de asesoramiento económico para pacientes al 908-685-2833. Puede pagar su factura por Internet a través de rwjuh.edu.





Recursos del hospital

Atención oncológica

El centro oncológico Steeplechase Cancer Center, ubicado en el campus del Robert Wood Johnson University Hospital Somerset, proporciona una gama completa de servicios de oncología para pacientes ambulatorios, incluyendo servicios de radiación oncológica, el programa de atención por cáncer mamario Sanofi-aventis U.S., terapia de infusión, una biblioteca de recursos, programas de medicina complementaria, pruebas de investigación clínica, servicio de navegador de pacientes, asesoramiento nutricional y el Sanofi-aventis U.S. Wellness Boutique. Para obtener más información, comuníquese al 866-742-5762.

Centro para la curación de heridas

El Centro para la curación de heridas proporciona un enfoque integral para el tratamiento de pacientes con heridas crónicas y que no cicatrizan, que incluyen una terapia de oxígeno hiperbárico (HBO). HBO promueve la curación al aumentar el nivel de oxígeno en el tejido y mejorar la eficacia curativa de las células de los glóbulos blancos. La terapia se administra dentro de una cámara hiperbárica que proporciona 100 por ciento de oxígeno con el aumento de la presión atmosférica, estimulando las respuestas curativas naturales de todo el cuerpo. HBO es especialmente beneficiosa para pacientes diabéticos con úlceras que no cicatrizan, así como para aquellos pacientes con úlceras arteriales y otros tipos de heridas que no responden a la terapia conservadora. Además, HBO trata afecciones sin heridas abiertas, como radionecrosis

y osteoradionecrosis, osteomielitis y pérdida auditiva neurosensorial súbita idiopática. Para obtener más información, llame al 908-203-6200.

Centro de diabetes

El Centro de Diabetes brinda un programa individualizado para la atención personal de la diabetes, así como también servicios educativos para los pacientes ambulatorios y sus familiares. El centro brinda asesoría educativa, monitoreo de glucosa en la sangre, planificación de la alimentación y de la nutrición, terapia de suministro de insulina, clases y grupos de apoyo. Si necesita más información, visite la página rwjuh.edu o llame al 908-685-2846.

Biblioteca médica

La gran biblioteca médica del centro médico está abierta a todos los visitantes y está ubicada en el lobby, cerca del auditorio Fuld. Horario: de 8 a 4 p.m. de lunes a viernes. Se recomienda solicitar turno llamando al 908-685-2423.

Laboratorio médico

El laboratorio comienza a tomar muestras de sangre de los pacientes internados temprano por la mañana, para que los médicos cuenten con los resultados al comenzar su recorrido. Es posible que necesitemos tomar más de una muestra por día. Solicitamos su comprensión ante cualquier inconveniente que podamos causarle. Si desea obtener una copia de los resultados de los análisis, póngase en contacto con el Departamento de Administración de la Información Médica a la extensión 2916.



Recursos del hospital

Oficina de representación del paciente

Los representantes de pacientes están disponibles para ayudar a los pacientes y sus familias con las necesidades, preocupaciones y preguntas que puedan tener. Los servicios incluyen la resolución de problemas con la atención al paciente, la explicación de políticas y procedimientos, la localización de objetos extraviados y servicios de notaría pública. Si tiene alguna pregunta o necesita ayuda llame al 908-685-2430.

Servicios de radiología

El departamento de radiología del centro médico utiliza un moderno sistema sin película que produce imágenes digitales desde el equipo de diagnóstico, tal como rayos X y resonancias magnéticas. Los servicios incluyen tecnología de tomografía emisión de positrones (PET/CT); imágenes por resonancia magnética y biopsias de mamas guiadas por resonancia magnética; tomografías computadas (TC); servicios completos de medicina nuclear; imágenes por rayos X y servicios, de medicina materno-fetal y de ultrasonido. Llame al 908-685-2930 para acordar una consulta.

Servicio de rehabilitación

El Robert Wood Johnson University Hospital Somerset brinda un servicio de fisioterapia, terapia ocupacional y otros tipos de terapias para atender una amplia gama de lesiones, incapacidades y enfermedades. Los servicios incluyen

información sobre prevención, tratamiento, atención de recuperación, programas de bienestar y programas de mejoramiento deportivo. Para facilitar la movilidad, recomendamos a los pacientes que usen zapatos o pantuflas dentro del centro médico. El tratamiento para trastornos del habla, deglución y desórdenes de comunicación y cognitivos está disponible a través de nuestro Departamento para el tratamiento de problemas del habla y la audición. Para más información, hable con su médico o llame al 685-2944 para solicitar servicios de terapia física/ ocupacional y al 685-2946 para servicios de tratamiento del habla/deglución.

Tratamiento para trastornos del sueño.

Nuestro Centro de Sueño Integral en Hillsborough está equipado con la última tecnología de diagnóstico y tratamiento de trastornos de sueño. Durante la noche se lleva a cabo un estudio del sueño en una de nuestras habitaciones suites. Contamos con el tratamiento y atención de seguimiento en el centro. Para obtener más información, visite rwjuh.edu.

Grupos de ayuda

El Robert Wood Johnson University Hospital Somerset ofrece una variedad de grupos de ayuda. Para obtener más información, comuníquese al 908-685-2814 o visite rwjuh.edu.



Política de asistencia financiera

El programa/política de Asistencia Financiera de Robert Wood Johnson University Hospital existe para dar a los pacientes elegibles, con un descuento parcial o total, los servicios médicos de emergencia o médicamente necesarios que brinda Robert Wood Johnson University Hospital y demás entidades sustancialmente relacionadas (tal como se define en el IRS). De ahora en adelante, se hará referencia a Robert Wood Johnson University Hospital y a sus entidades sustancialmente relacionadas como “HOSPITAL”. Los pacientes que busquen asistencia médica deben mandar una solicitud al programa, el cual se resume aquí.

Servicios elegibles

Servicios médicos de emergencia y médicamente necesarios brindados por el HOSPITAL y facturados por el HOSPITAL. La política de asistencia financiera (FAP) solo se aplica a los servicios facturados por el HOSPITAL. Otros servicios que facturen por separado otros proveedores, como médicos o laboratorios, no son elegibles según la FAP.

Pacientes elegibles

Pacientes que reciben los servicios elegibles que presentan el formulario de asistencia financiera (incluyendo información o documentación relacionada), y a los cuales se los determina como pacientes elegibles para recibir asistencia financiera del HOSPITAL.

¿Cómo lo solicito?

La FAP y la solicitud pueden obtenerse/completarse/presentarse de la siguiente manera:

- En el Departamento de Admisiones del HOSPITAL (ambos campus) o en la recepción de admisiones del Departamento de Emergencias.
- En la oficina de créditos y cobranzas en el campus de New Brunswick en la recepción en One Robert Wood Johnson Place, New Brunswick, NJ 08903.
De lunes a viernes de 9:00 a. m. a 4:30 p. m.
- En la oficina de créditos y cobranzas en el campus de Somerset en la recepción en 110 Rehill Ave., Somerville, NJ 08876.
De lunes a viernes de 9:00 a. m. a 4:30 p. m.
- Pida que se le envíen los documentos llamando al departamento de contabilidad del paciente del HOSPITAL (ambos campus) al 732-418-8450.
- Pida los documentos en persona: en el departamento de contabilidad del paciente del HOSPITAL (ambos campus) en 181 Somerset St., First Floor, New Brunswick, NJ 08901.
- Descargue los documentos de la página web del HOSPITAL en: <http://www.rwjuh.edu/rwjuh/OnlineBusinessOffice.aspx>.
- Envíe por correo o entregue en persona el formulario de solicitud completo (con todos los documentos e información especificada en las instrucciones) al departamento de contabilidad para pacientes del HOSPITAL a 181 Somerset St., First floor, New Brunswick, NJ 08901 o a 110 Rehill Ave., Somerville, NJ.



Política de asistencia financiera

Puede enviar la solicitud completa a nuestra página web detallada arriba (con todos los documentos e información especificada en las instrucciones) a la siguiente dirección:
charity.care@rwjuh.edu.

Determinación de elegibilidad para asistencia financiera

Generalmente las personas elegibles pueden recibir asistencia financiera, usando una escala variable, cuando su ingreso familiar es igual o menor al 500 por ciento de las Pautas Federales de Ingresos de Pobreza (FPG, en inglés) del gobierno federal. Ser elegible para recibir asistencia financiera significa que las personas elegibles tendrán la asistencia cubierta total o parcialmente y no se les cobrará más de la “cantidad normalmente facturada” (AGB, en inglés) a personas con seguro médico. (AGB, según se define en artículo 501(r) del Código del Servicio de Impuestos Internos). Los niveles de asistencia financiera, basados únicamente en el ingreso familiar y en las FPG, son:

■ Menor o igual a 200%.....	00%
■ Mayor a 200% pero menor a 225%.....	20%
■ Mayor a 225% pero menor a 250%.....	40%
■ Mayor a 250% pero menor a 275%.....	60%
■ Mayor a 275% pero menor a 300%.....	80%
■ Mayor a 300% pero menor a 500%.....	menos del:
	AGB%
	Tarifa de Medicare

Nota: Se consideran otros criterios además de las FPG, como ser disponibilidad del efectivo u otros bienes que pueden convertirse en efectivo e ingreso mensual neto en relación con los gastos mensuales del hogar, los cuales pueden llevar a excepciones. Si no se detalla ningún ingreso familiar, se deberá presentar información de cómo se logran afrontar las necesidades del día a día. El Departamento de Créditos y Cobranzas del HOSPITAL revisa las solicitudes que estén completas y determina la elegibilidad para recibir asistencia financiera de acuerdo con la política de asistencia financiera del HOSPITAL. Las solicitudes incompletas no se consideran, pero se notifica a los solicitantes y se les da la oportunidad de completar la documentación/información faltante.

El HOSPITAL traduce la FAP, los formularios de solicitud de FAP y los resúmenes en lenguaje básico de su FAP a otros idiomas; las lenguas primarias de los residentes de la comunidad atendida por el HOSPITAL representan el 5% o 1,000, el que sea menor, de la población de individuos que seguramente se encuentren o se vean afectados por el HOSPITAL. Las versiones traducidas están disponibles para pedidos en persona en la dirección detallada abajo y en la página web del HOSPITAL.

■ Si tiene preguntas o requiere asistencia, visite o llame: Al departamento de contabilidad del paciente del HOSPITAL en: 181 Somerset St., First Floor New Brunswick, NJ 08901. También puede llamar al 732-418-8450 de lunes a viernes de 9:00 a. m. a 4:30 p. m.



Política contra la discriminación

Estimado paciente:

Robert Wood Johnson se compromete a darle a cada persona un ambiente libre de discriminación y hostigamiento. No excluimos, negamos servicios ni participamos en otras formas de discriminación u hostigamiento basado en las siguientes categorías protegidas: raza, creencia, color, nacionalidad de origen, nacionalidad, ascendencia, edad, sexo, género (incluyendo embarazo), estado civil, estado de unión civil, condición de relación doméstica, situación familiar, religión, orientación sexual o amorosa, identidad o expresión sexual, rasgos sanguíneos o celulares hereditarios atípicos, información genética, problemas por servir en las Fuerzas Armadas de los Estados Unidos o discapacidades.

Esto significa que RWJ se reserva el derecho de tomar acciones apropiadas o correctivas para tratar conductas inaceptables que violen esta política, sin importar si la conducta satisface la definición legal de discriminación u hostigamiento.

Esta declaración está hecha de acuerdo con las disposiciones del Título VI de la Ley de Derechos Civiles de 1964, al Artículo 504 de la Ley de Rehabilitación de 1973, la Ley de Discriminación por Edad de 1975 y las regulaciones del Departamento de Salud y Servicios Humanos de EE. UU. publicadas siguiendo estos estatutos en el Título 45 Código de Regulaciones Federales, partes 80, 84 y 91.

Robert Wood Johnson | **RWJBarnabas**
University Hospital | **HEALTH**
Somerset

Robert Wood Johnson University Hospital Somerset cumple con las leyes federales sobre derechos civiles y no discrimina sobre la base de raza, color, nacionalidad de origen, edad, discapacidad o sexo. Robert Wood Johnson University Hospital Somerset no excluye a las personas ni las trata de manera diferente por motivos de raza, color, nacionalidad de origen, edad, discapacidad, sexo, orientación sexual, identidad de género o expresión.

Robert Wood Johnson University Hospital Somerset

- brinda asistencia y servicios sin cargo a personas con discapacidades para comunicarse de manera eficaz con nosotros, como por ejemplo: intérpretes de lenguaje de señas calificados;
- información escrita en otros formatos (letra grande en imprenta, audio, formatos electrónicos accesibles y otros formatos).
- brinda servicios lingüísticos sin cargo a personas cuyo idioma principal no es el inglés, como por ejemplo: intérpretes calificados;
- información escrita en otros idiomas.

Si necesita de estos servicios, comuníquese con el Jefe de Experiencia del Paciente al 908-685-2430.

Si considera que Robert Wood Johnson University Hospital Somerset no le proporcionó estos servicios o lo discriminó por motivos de su raza, color, nacionalidad de origen, edad, discapacidad o sexo, puede presentar una queja ante: el Director General de Cumplimiento de RWJBH, al 1-800-780-1140. Si necesita ayuda para presentar una queja, además del Director General de Cumplimiento del RWJBH hay otro miembro del personal designado por este oficial que se encuentra a su disposición para brindarle ayuda.

También puede presentar un reclamo de derechos civiles ante el Departamento de Salud y Servicios Sociales de los Estados Unidos, Oficina de Derechos Civiles, de manera electrónica a través del Portal de Quejas de la Oficina de Derechos Civiles, disponible en el sitio <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, por correo postal o telefónicamente al: Departamento de Salud y Servicios Sociales de los Estados Unidos, 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 para las personas con discapacidad auditiva (TDD por sus siglas en inglés). Los formularios de quejas están disponibles en el sitio <http://www.hhs.gov/ocr/office/file/index.html>

Robert Wood Johnson University Hospital Somerset | **RWJBarnabas HEALTH**



RWJ Health Connect le permite administrar su atención médica en línea. Puede usar RWJ Health Connect las 24 horas, los 7 días de la semana, desde cualquier computadora que tenga conexión a Internet y un buscador para:

- Recibir resultados de laboratorio, radiografías y otros resultados de Robert Wood Johnson University Hospital.
- Ver sus medicamentos actuales, resultados de pruebas y vacunas.
- Si su doctor está disponible en la web con RWJ Health Connect, usted podrá además usar este servicio para pedirle que le renueve los medicamentos, pedir un turno y pedir una referencia.

RWJ Health Connect es parte de la red de información de salud más grande de Nueva Jersey (Jersey Health Connect), que incluye sistemas de salud y hospitales, consultorios de grupos de médicos, establecimientos de atención a largo plazo y agencias de atención domiciliaria en el norte y centro de Nueva Jersey. Este intercambio de información médica posibilita el intercambio en tiempo real de los registros médicos entre hospitales y otros proveedores a lo largo de la región.

Uno de los rasgos más convenientes de RWJ Health Connect es el Registro de Salud Personal (PHR, en inglés) en línea. Este servicio le permite almacenar, ver y actualizar su información médica en un único lugar seguro. Usted decide quién tiene acceso a su historia clínica y así garantizar su privacidad.

Toda la información que necesita sobre su salud está al alcance de sus manos; esto incluye medicamentos, resultados de pruebas, alergias, vacunas y otras historias clínicas.

RWJ Health Connect le asegura, además, que todos sus proveedores de salud tomen decisiones teniendo su historia clínica completa y actualizada.

El PHR puede ayudar al proveedor a diagnosticar, prescribir medicamentos y monitorear los planes de tratamiento.

El PHR puede ayudarlo a manejar la atención de su cónyuge, su hijo o padre o madre mayor.

A diferencia de los correos electrónicos, los mensajes de RWJ Health Connect usan tecnología RelayHealth. Solo usted, su médico y el personal autorizado por este tienen acceso. Para comenzar, vaya a www.rwjconnect.com.



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YOUR FAMILY...
YOUR COMMUNITY...
YOUR CHOICE FOR CARE.



- SKILLED NURSING CARE
- PHYSICAL THERAPY
- OCCUPATIONAL THERAPY
- SPEECH LANGUAGE PATHOLOGY
- HOSPICE SERVICES
- HOME HEALTH AIDE SERVICES
- NUTRITIONAL COUNSELING
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**SERVING SOMERSET, MIDDLESEX AND
WARREN COUNTIES, NJ**

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You. New and improved.

The Joint Surgery Center at RWJ Somerset is at the forefront of improving orthopedic health for you. With a newly expanded surgical team including fellowship-trained surgeons in joint replacements, the Joint Commission's Gold Seal of Approval™ for total knee and hip replacement surgery, orthopedic centers backed by trauma centers and a 360-degree rehab program that brings together surgeons, therapists, technicians and specially trained nurses.

Rotator Cuff Pain *(Fixed without surgery)*

Reaching for the top shelf keeping you down? Talk to our physical therapists about non-surgical options to regain motion and give your arm a lift.

Worn out hip *(Same-day anterior replacement)*

Cut out the pain, not the muscle, with replacement surgery that will decrease pain and increase the speed of recovery.

Busted Ankle *(Straightened)*

Technique: minimally-invasive ankle replacement surgery used to relieve bone-on-bone pain. Result: a leg up on life.

Tennis Elbow *(Aced with sports medicine)*

One-handed backhand? Power serve? There are many causes for tennis elbow. And we have many treatments that are conservative and minimally-invasive to hasten healing. Advantage: you.

Arthritic Back *(Spine fused)*

With board certified spine specialists performing minimally-invasive, complex surgery, we have the experts you need. So don't take pain lying down. Get up and keep moving. Put your back, "back" in its place. Let it know who's boss.

Bad Knee *(Same-day replacement)*

No two knees are alike. That's why at RWJ, new knees are custom-fitted to give the patient the best possible outcome. From same-day replacement to a surgical navigation system that allows for the most precise fit, we've got everything it takes.

**Joint Surgery Center
at RWJ Somerset**

**RWJBarnabas
HEALTH**

Let's be healthy together.

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