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[KEEP TRACK OF MEDS PG. 44]

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REMEMBER TO SPEAK UP!

*Ask Questions and
Voice Concerns*

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

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Speak Up

Take charge of your care.



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Stay Safe

You can contribute to health care safety.

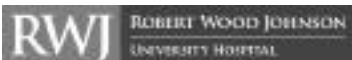


OUR ADDRESS

One Robert Wood

Johnson Place

New Brunswick, NJ 08903



U.S. News & World Report has repeatedly **ranked RWJUH** as **one of “America’s Best Hospitals”**.



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Don’t Leave Until...

*6 things you should know
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out the door.*



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Welcome to Robert Wood Johnson University Hospital

Welcome to Robert Wood Johnson University Hospital (RWJ), where you will receive outstanding care provided by top-ranked physicians and nurses. RWJ is a 600-bed academic medical center and the principal teaching hospital of UMDNJ-Robert Wood Johnson Medical School, the flagship hospital of The Cancer Institute of New Jersey and a state-designated Level I Trauma Center.

Our centers of excellence include heart, cancer, and women's and children's care. Our children's health campus features the full spectrum of acute care, research and rehabilitation services. Our health system also includes affiliates Robert Wood Johnson University Hospital Hamilton, Robert Wood Johnson University Hospital Rahway and Children's Specialized Hospital.

Our culture of teamwork, inspiration and medical excellence is nationally recognized. In 2012-2013, RWJ was ranked among "America's Best Hospitals" for the sixth consecutive year by *U.S. News & World Report* and was recently named one of the "Best Places to Work in New Jersey" by *NJBIZ*. RWJ also earned Magnet recognition for nursing excellence from the American Nurses Credentialing Center (ANCC) for the fourth straight time. RWJ is one of only a handful of organizations nationally to achieve this distinction.

We embrace our responsibility to lead our community, state and nation in providing excellent patient care and access to the most advanced medical research and technology.

Please know that your comfort and care is our top priority and we look forward to returning you to good health in the days ahead.

Sincerely,

Stephen K. Jones
President and Chief Executive Officer



Stephen K. Jones
*President and
Chief Executive Officer*

Mission Statement

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





Patient Engagement

Providing Feedback.

RWJ uses Press Ganey to administer our integrated survey tool to measure our patients' satisfaction with their hospitalization. Patients are chosen randomly and it is our hope that you will provide us feedback on how we have met your expectations. The standard of care is to always provide very good care. A rating of 5 equals very good on our survey tool. Providing comments regarding all aspects of your stay will enable us to recognize outstanding care providers and help us to correct areas that may need our attention. All of our patients comments are read and shared with our hospital team.

TO CONTACT

Patient Engagement call:
M-F 9 a.m. to 5 p.m.:
extension 8501.



Exceptional People Providing Exceptional Care

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

RWJ has a patient engagement department that is focused on the improvement of the patient's and family's experience during hospitalization. If you wish to speak with a member of this team, they are available Monday through Friday from 9 a.m. to 5 p.m. Dial extension 8501 from your hospital room phone and someone will be available to assist you. Additionally, you may always leave a message during off hours at ext. 8501 and a member of the patient engagement team will return your call the next business day.





Telephone Directory

Admitting	732-937-8602
Audiology & Speech Pathology	732-937-8655
Billing	732-418-8450
Community Education	732-418-8820
Diabetes Education	732-253-3100
Directions to Hospital	732-828-3000 ext. 5060
Discharge Planning	732-937-8702
Emergency Department	732-828-3000 ext. 8944
Gift Shop	732-828-3000 ext. 2016
Information Desk	732-937-8508
Local Calls	Dial 9 + the number
Medical Records	732-937-8717
NBAH Blood Donor Program	732-235-8100
Pastoral Care	732-937-8504
Patient Engagement	732-937-8501
Patient Pre-Registration	732-937-8863
Patient Telephone and TV Services	732-828-3000 ext. 2390
Physician Referral	1-888-MD-RWJUH
Privacy Officer	732-828-3000 ext. 5463
Room Service Dining	732-828-3000 ext. 3463
Safety and Security	732-828-3000 ext. 8899
Social Services	732-937-8702
Volunteer Services	732-937-8507

CLINICAL SERVICES

The Cancer Institute of New Jersey	732-235-2465
Clinical Academic Building	732-235-6200
Laboratory	732-937-8590
Radiation Oncology	732-828-3000 ext. 3940
Radiology	732-937-8617
Speech and Hearing	732-937-8655

**To find a physician, please call 1-888-MD-RWJUH*

Please visit us online at www.rwjuh.edu

Calling a Department WITHIN the Hospital?

Dial the last four digits of the number.

MAIN NUMBER

732-828-3000

Patient Information/ Lobby

732-937-8508

Discharge Planning

732-937-8702

Billing

732-418-8450

Gift Shop

732-828-3000 ext. 2016

Room Service Dining

732-828-3000
ext. 3463 (DINE)

Access to Important Forms

**To make an online
bill payment:**

www.rwjuh.edu/patientpay

**To access charity
care forms:**

www.rwjuh.edu/charitycare

**To access
pre-registration forms:**

www.rwjuh.edu/prereg



During Your Stay

Valet Parking

Visitors are encouraged to use our valet parking service available Monday through Friday from 5 a.m. to 5 p.m.

Mobile Web

RWJ offers free internet access for patients and visitors who bring their personal laptops to the hospital. To access this service:

1. Connect to the "RWJ" network
2. Open a web browser such as Internet Explorer or Mozilla
3. Follow on-screen instructions to create a user account. (Subsequent visits may require entry of login information.)

Please note that this service is not supported for all mobile devices at this time.

Smoking

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

At RWJ we understand that families are vital to ensuring the health and well being of our patients. We welcome open visitation to all of our families, knowing this is beneficial to our patients' healing process.

Welcome Visitors!

We like to promote a healing environment and we recognize the need you have to be with your loved ones.

- Daily visiting hours are from 10 a.m. to 9 p.m.
- Visitors will be directed by staff to provide a form of government identification and indicate the name of the patient they are visiting.
- Visitors will receive a visitor pass that must be displayed at all times in the hospital.

Primary Supports

Primary supports are the individuals designated by the patient, family and nurse who will have the most access to the patient.

In order to identify them, primary supports will be issued a wrist band, which allows them to visit after or before permitted visiting hours. In the adult hospital, only one visitor per family, per day will be issued a band.

Parking

RWJ offers a variety of parking options for our visitors and guests. Patients are encouraged to use the valet parking service available Monday through Friday from 5:30 a.m. to 5 p.m. in front of the main hospital.

We also offer options in a variety of self-pay parking decks, including our main hospital parking deck which is located adjacent to the facility and is available 24-hours-a-day, seven days-a-week.

Our self-pay Plum Street parking deck (located on Plum Street) is available to patients, visitors and guests 24-hours-a-day, seven days-a-week.

The Paterson Street deck (located on Paterson Street) and across from the Clinical Academic Building is available to patients, visitors and guests 24-hours-a-day, seven days-a-week.



ATM

For your convenience, an automated teller machine (ATM) is located on the second floor of the hospital adjacent to the Courtyard. A second ATM is located adjacent to the Safari Café near the lobby of The Bristol-Myers Squibb Children's Hospital.

Interpreters

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

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

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

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

TTY/TDD: Telephone system for the deaf is available for bedside use. A TTY/TDD is also available 24/7 at the main information desk for the general public.

Closed Captioning: Closed captioning is available on all patient televisions and in public areas throughout the hospital. (Television rental fee applies for patient use.)

Telephone Amplifier: All patient and public telephones are equipped with volume controls. (Telephone rental fee applies for patients.)

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

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

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



Gift Shop

The Gift Shop is located off the main lobby of the hospital. The hours are Monday through Friday from 9 a.m. to 8 p.m. and 11 a.m. to 5:30 p.m. on Saturday and Sunday.

Cash and credit cards (with a minimum \$10 purchase) are both accepted.

The Gift Shop can be reached by calling x2016. The Gift Shop is run by the Women's Auxiliary and all proceeds are donated to the hospital.





During Your Stay

Where's The Dining Room?

LOCATION

Second floor above the main lobby

All guests are welcome to visit The Dining Room.

HOURS

Monday - Friday
6:30 a.m. to 8 p.m.

WEEKENDS AND HOLIDAYS

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

LOUD HOTLINE

With silence comes the ability to heal.

We strive for a peaceful environment. If you feel it is too loud, please call LOUD (x5683) for assistance.



Telephone & Television Service

RWJ offers TV service with enhanced channels, interactive capabilities and patient education programs available on demand through an easy third-party billing service. Television and telephone services can be obtained by calling extension 2390. To make a local telephone call, dial 9 for outside services. Both 732 and 908 area codes are considered local calls. For all other calls, dial 70, area code and phone number.

The Dining Room

The Dining Room is located on the second floor of the hospital, just above the main lobby. The hours of operation are Monday through Friday from 6:30 a.m. to 8 p.m. Weekend and holiday hours are Monday through Friday from 6:30 a.m. to 6:30 p.m. The dining room does not accept credit cards or checks, only cash.

The Safari Café is located on the first floor of The Bristol-Myers Squibb Children's Hospital and features bagels, fruit, coffee sandwiches and a variety of beverages. It is open Monday through Friday from 6:30 a.m. to 4 p.m.

Vending machines are located outside of the Dining Room entrance and are available 24 hours a day. A Kosher vending machine is available on the second floor of the hospital adjacent to the Courtyard.

CaringBridge

RWJ recently partnered with CaringBridge to offer friends and family of patients the opportunity to set





up their own free, unique, personal Web sites to allow family members to share important information and update conditions for everyone who wants to know.

How it works:

1. Visit www.caringbridge.org
2. Click on “Create a CaringBridge site” and follow the easy directions
3. Tell your friends and family about your CaringBridge site.

Pastoral Care

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

Valuables

RWJ is not responsible for the replacement of any valuables that were not checked in with our security staff.

We recommend the following for keeping your valuables safe:

- Please have a relative or friend look after your valuables while you are in the Emergency Department or Same Day Surgery areas.
- If you do not have someone to look after your valuables, please ask your nurse to speak to a member of our security staff. They will check in all of your valuables for safe keeping.
- The following valuables should be stored when not in use:



eCard Service

A new way for friends and family members to brighten a patient's day, RWJUH now offers a free online service to send patients a personalized get well message.

How does it work?

1. Visit www.rwjuh.edu/ecard
2. Complete the brief online form and select a card design.
3. Once submitted, a member of the RWJUH team will print and hand-deliver the card to the patient.

Please see eCards Web page for terms and conditions.





During Your Stay

ROOM SERVICE DINING

Call x3463 (DINE)

A registered dietitian will review your medical record and work with your health care team to develop a nutrition care plan for you.

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

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

- Contact lenses
- Eyeglasses
- Hearing aids
- Dentures (store them in a denture container, if you are in need of a denture container, a member of your health care team would be happy to provide you with one)
- DO NOT store valuables in your bed, stretcher, gown pockets or food tray. They may be damaged or lost.
- Durable medical equipment such as wheel chairs, braces, canes, and walkers will be labeled with your name and medical record number.
- If you are unable to secure durable medical equipment at your bedside, you may check the equipment in with our security department. Our security staff is happy to check-in and return items to you 24/7.

If you have any questions, please speak with a member of your health care team or contact our Security Department at 732-937-8899.



“Who questions much, shall learn much,
and retain much.”



Search Your Options for
After-Care Services at
PatientPoint.com/CareSearch

Speak Up!

Take charge of your care.

During your stay, the doctors, nurses and staff at RWJ 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.

This patient guide will help you make the most of your hospital stay—how to stay safe, get the information you need, ask the right questions, and interact effectively with your doctors, nurses and hospital staff, but it is up to you to play an active role in your care.



STEP UP & SPEAK UP

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

PAY ATTENTION: Make sure you're getting the right treatments and medicines.

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

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate.

WHAT MEDS & WHY: Know what medicines you take and why you take them.

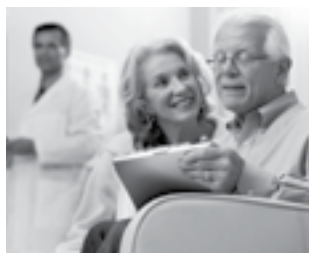
CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of health care organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the health care team. *Courtesy of The Joint Commission.*

Remember:

- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

**Don't Get Overwhelmed,
Write It Down!**



**RWJUH is certified by
The Joint Commission.**



Safe Patient Handling Program

Respiratory Hygiene/ Cough Etiquette

To help stop the spread of germs, please

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in the waste basket.
- If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- You may be asked to put on a facemask to protect others.
- Wash your hands often with soap and warm water or use an alcohol-based hand rub.

RWJ wants our patients to be cared for safely. An important part of providing you with safe care is how we help you move or transfer from one place to another. "Safe Patient Handling" is a safer way to help you move and transfer. It is a new approach that puts safety first. The staff will be using special kinds of equipment that are made for moving and transferring patients safely and comfortably. Our staff will consider your special needs to decide which equipment will work best to keep you and the staff that provide your care as safe as possible. As a patient, you have the right to refuse the use of assisted patient handling; therefore, if you have any questions or concerns about our Safe Patient Handling Equipment, please speak with your nurse.

“Fear is the father of courage
and the mother of safety.”



Stay Safe

You can contribute to healthcare safety.

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



Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

PATIENT IDENTIFICATION

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand, however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.

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 don't ask to check your ID.
- Ask if the person has washed his or her hands before they touch 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.



Fighting Infections



While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—wash their 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 is also important that your healthcare providers wash their hands with either soap and water or with an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



Doctors, nurses and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.



Thoroughly clean

When cleaning your hands with soap and warm water, make sure to scrub the back of your hands.



No Soap? No Problem.

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

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?
- ☐ When will the medicine begin to work?
- ☐ 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?
- ☐ Should I take my medicine at meals or between meals?
- ☐ Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- ☐ What should I do if I forget to take the medicine and miss a dose?

USE THE MEDICATION TRACKER ON PAGE 44 TO HELP YOU MONITOR YOUR MEDICATIONS.



Preventing Medication Errors

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

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

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

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

Remember—you play an important role in helping to reduce medication errors.





Your Rights & Responsibilities

Legal Rights

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

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

■ As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

Patient Rights

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

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

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

While in the hospital, we ask that you:

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





- ✓ Comply with the hospital's "No Smoking" policy.
- ✓ Provide information necessary for processing your insurance coverage.
- ✓ Be responsible for any item of your bill not covered by your insurance.
- ✓ Provide an Advance Directive (i.e. Living Will, Durable Power of Attorney, etc.) or advise the hospital that there is no Advance Directive.

Medical Care

Patients have the right:

- To receive the care and health services that the hospital is required to provide under N.J.S.A. 26:1-1 et seq. and rules adopted by the Department of Health and Senior Services to implement this law.
- To receive from the patient's physician(s) or clinical practitioner(s) – in terms that the patient understands – an explanation of his or her complete medical condition, recommended treatment, risk(s) of the treatment, expected results and reasonable medical alternatives. If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to his or her next of kin or guardian and documented in the patient's medical record.
- To give informed, written consent prior to the start of specified non-emergency procedures or treatments only after a physician or clinical practitioner has explained – in terms that the patient understands – specific details about the recommended procedure or treatment, the risks involved, the possible duration of incapacitation, and any reasonable medical alternatives for care and treatment. The procedures requiring informed, written consent shall be specified in the hospital's policies and procedures. If the patient is incapable of giving informed, written consent, consent shall be sought from the patient's next of kin or guardian or through an advance directive, to the extent



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





Your Rights & Responsibilities

Bioethics Committee

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

authorized by law. If the patient does not give written consent, a physician or clinical practitioner shall enter an explanation in the patient's medical record.

- To refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of this act.
- To be included in experimental research only when he or she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with law and regulation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.
- To freedom from physical and mental abuse.
- To freedom from restraints, unless they are authorized by a physician for a limited period of time to protect the patient or others from injury.
- To expect and receive appropriate assessment, management and treatment of pain as an integral component of that person's care, in accordance with N.J.A.C. 8:43E-6.

Communication and Information

- To be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient. These people shall identify themselves by introduction or by wearing a name tag.
- To receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's health care personnel.
- To be informed of the hospital's policies and procedures regarding life-saving methods and the





use or withdrawal of life-support mechanisms. Such policies and procedures shall be made available promptly in written format to the patient, his or her family or guardian, and to the public, upon request.

- To be advised in writing of the hospital rules and regulations that apply to the conduct of patients and visitors.
- The partner in a civil union of a patient, and/or the domestic partner of a patient, shall have the same visitation privileges as if the visitor were the patient's spouse.
- A facility shall not require a patient or the patient's civil union partner or domestic partner to produce proof of that partnership status as a condition of affording visitation privileges, unless the facility in similar situations requires married persons or their spouses to produce proof of marital status.
- Visitation privileges shall not be denied or abridged on the basis of race, creed, color, national origin, ancestry, age, marital status, affectional or sexual orientation, familial status, disability, nationality, sex, gender identity or expression or source of lawful income.
- Visitation may be restricted in medically appropriate circumstances or based on the clinical decision of a health care professional charged with the patient's care.

Privacy and Confidentiality

- To be informed if the hospital has authorized other health care and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and may refuse to allow their participation in the patient's treatment.
- To have physical privacy during medical treatment and personal hygiene functions, such as bathing and

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

Telephone Number:
732-828-3000
extension 5463





Your Rights & Responsibilities

Discharge Planning? 732-937-8702

RWJ Medical Services

Level I Trauma Center
Adult and Pediatric
Emergency
Departments
Comprehensive
Stroke Center
Heart Transplantation
Kidney and Pancreas
Transplantation
Radiation Oncology
Radiology
Women's Imaging
(including
Mammograms)
Sleep Center
Neurosciences
Interventional Radiology
Bloodless Surgery
Cardiovascular Surgery
Orthopedic Surgery
Prostate Cancer Surgery
Thoracic Surgery
Vascular Surgery
Digestive Disease
Respiratory Care
Speech and Hearing
Physical Therapy
Occupational Therapy
Cardiac Rehabilitation
Diabetes Services

using the toilet, unless the patient needs assistance for his or her own safety. The patient's privacy shall also be respected during other health care procedures and when hospital personnel are discussing the patient.

■ To confidential treatment of information about the patient. Information in the patient's records shall not be released to anyone outside the hospital without the patient's approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, a medical peer review or the New Jersey Department of Health and Senior Services.. The hospital may release data about the patient for studies containing aggregated statistics when the patient's identity is masked.

Discharge Planning

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

■ To receive sufficient time before discharge to have arrangements made for health care needs after hospitalization.

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

Transfers

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

- i. The transferring hospital is unable to provide the type or level of medical care appropriate for the patient's needs. The hospital shall make an immediate effort to notify the patient's primary



care physician and the next of kin, and document that the notifications were received.

ii. The transfer is requested by the patient, or by the patient's next of kin or guardian when the patient is mentally incapacitated or incompetent.

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

Personal Needs

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

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

Cost of Hospital Care

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

How do I get copies of my medical records?

Requests for record copies may be submitted in person to the Health Information Management Department between the hours of 8 a.m. and 4:30 p.m., Monday through Friday.

All requests for copies must be made in writing and the request must be signed by the patient or their legal representative.

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

If the records are not for continued medical care, there is a charge of \$1.00 per page for record copies. In addition, there is a charge of \$10.00 for record processing plus postage. These fees will be pre-billed.

Contact number
732-828-3000
ext. 5805



Your Rights & Responsibilities

QUESTIONS AND COMPLAINTS

■ To present his or her grievances to the hospital staff member designated by the hospital (Patient Representatives, extension 8501) to respond to questions or grievances about patient rights and to receive an answer to those grievances within a reasonable period of time.

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

New Jersey Department of Health and Senior Services
P.O. Box 360
Trenton, NJ 08625-0360
Complaint Hotline:
800-792-9770

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

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

Medical Records

(Health Information Management)

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

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

Private Duty Nursing

■ To contract directly with a New Jersey licensed registered professional nurse of the patient's choosing for private professional nursing care during his or her hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures in regard to treatment protocols, and policies and procedures so long as these requirements are the same for private duty and regularly employed nurses. The hospital, upon request, shall provide the patient or designee with a list of local non-profit professional nurse association registries that refer nurses for private professional nursing care.



What are Your Advance Directives?

Patient Services 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. Here is a brief description of each kind of directive:

Proxy Directive (or Durable Power of Attorney for Healthcare): In this document you name a person as your healthcare representative to make healthcare decisions on your behalf when you are unable to make these decisions. Your proxy can interpret your wishes to your physicians when you are unable.

Instruction Directive (or Living Will): In this document you provide written instructions about the type of healthcare you would want or not want performed for you under various circumstances.

Combined Directive: In this document, you name both a healthcare representative and provide written instruction.

All patients entering RWJ will be asked upon admission whether they have an Advance Directive, and if so, they will be asked to provide it to the Admissions Coordinator. A copy of the Advance Directive will be made part of your medical record. For additional information you may contact Pastoral Care at extension 8504 or Case Management at extension 8702.

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 in order to complete advance directives.





Understanding Health Information Organizations

What are the benefits of HIO to patients?

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

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

RWJ

HEALTH CONNECT

What is an HIO? Why is it important?

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

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

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

How is my medical information secured?

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

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

Can I choose not to participate?

In the event that you are not comfortable with participating in Jersey Health Connect, you can choose



to opt out. By doing so, your healthcare providers will not be able to access your health information through Jersey Health Connect.

Why is it important to participate in Jersey Health Connect?

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

To learn more about Jersey Health Connect, please call 855-624 NJHC (855-624-6542) or visit www.jerseyhealthconnect.org

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

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

- Call the opt-out number at 855-624-NJHC (855-624-6542)
- Visit our Web site at www.jerseyhealthconnect.org



Your Privacy

Our Privacy Obligations To You:

RWJ is by law to maintain the privacy of medical and health information about you and to provide you notice of our legal duties and privacy practices with respect to “Protected Health Information.” Generally Protected Health Information includes individually identifiable information about your past, present, and future physical or mental health, the health care you have received or payment of your health care.

During the registration process, you should have received our Notice of Privacy Practices which describes how medical information about you may be used, disclosed, and how you can get access to this information and your rights.

If you have any questions or issues regarding your privacy, you may contact the Privacy Officer at 732-828-3000 ext. 5463.





Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!

REMEMBER:

Even if you stay overnight in a regular hospital bed, you might be an outpatient. Ask the doctor or hospital.

If you're in the hospital more than a few hours, always ask your doctor or the hospital staff if you're an inpatient or an outpatient.

Did you know that even if you stay in the hospital overnight, you might still be considered an “outpatient”? Your hospital status (whether the hospital considers you an “inpatient” or “outpatient”) affects how much you pay for hospital services (like X-rays, drugs, and lab tests) and may also affect whether Medicare will cover care you get in a skilled nursing facility (SNF).

You're an inpatient starting the day you're formally admitted to the hospital with a doctor's order. The day before you're discharged is your last inpatient day.

You're an outpatient if you're getting emergency department services, observation services, outpatient surgery, lab tests, or X-rays, and the doctor hasn't written an order to admit you to the hospital as an inpatient. In these cases, you're an outpatient even if you spend the night at the hospital.

Note: Observation services are hospital outpatient services given to help the doctor decide if the patient needs to be admitted as an inpatient or can be discharged. Observation services may be given in the Emergency Department (ED) or another area of the hospital.

On the next page are some common hospital situations and a description of how Medicare will pay. Remember, you pay deductibles, coinsurance, and copayments.

Peer Review Organization

Healthcare Quality Strategies, Inc. (HQSI) is contracted by the federal government to ensure Medicare patients receive quality medical care. If you think you are being discharged from the hospital too soon, talk to your doctor. If, after discussing the situation with your doctor, you still feel that you are being discharged too soon, you may refer to the Important Message from Medicare Notice provided to you from the hospital for instructions on appealing your discharge.

For additional information you may contact your case manager at extension 8702.



Situation	Inpatient or Outpatient	Part A Pays	Part B Pays
You're in the Emergency Department (ED) (also known as the Emergency Room or "ER") and then you're formally admitted to the hospital with a doctor's order	Inpatient	Your hospital stay	Your doctor services
You visit the ED for a broken arm, get X-rays and a splint, and go home.	Outpatient	Nothing	Doctor services and hospital outpatient services (for example, ED visit, X-rays, splint)
You come to the ED with chest pain and the hospital keeps you for 2 nights for observation services.	Outpatient	Nothing	Doctor services and hospital outpatient services (for example, ED visit, observation services, lab tests, EKGs)
You come to the hospital for outpatient surgery, but they keep you overnight for high blood pressure. Your doctor doesn't write an order to admit you as an inpatient. You go home the next day.	Outpatient	Nothing	Doctor services and hospital outpatient services (for example, surgery, lab tests, intravenous medicines)
Your doctor writes an order for you to be admitted as an inpatient and the hospital later tells you they're changing your hospital status to outpatient. Your doctor must agree, and the hospital must tell you in writing – while you're still a hospital patient – that your hospital status changes.	Outpatient	Nothing	Doctor services and hospital outpatient services



Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!

For more information about your rights, the different levels of appeals, and Medicare notices, visit www.medicare.gov/publications to view the booklet “Your Medicare Rights and Protections.” You can also call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

What are my rights?

No matter what type of Medicare coverage you have, you have certain guaranteed rights. As a person with Medicare, you have the right to all of the following:

- Have your questions about Medicare answered.
- Learn about all of your treatment choices and participate in treatment decisions.
- Get a decision about health care payment or services, or prescription drug coverage.
- Get a review of (appeal) certain decisions about health care payment, coverage of services, or prescription drug coverage.
- File complaints (sometimes called grievances), including complaints about the quality of your care.

Where can I get more help?

- If you need help understanding your hospital status, speak to your doctor or someone from the hospital’s utilization or discharge planning department.
- To ask questions or report complaints about the quality of care of a Medicare-covered service, call your Quality Improvement Organization (QIO). Call 1-800-MEDICARE to get the phone number. You can also visit www.medicare.gov/contacts.
- To ask questions or report complaints about the quality of care or the quality of life in a nursing home, call your State Survey Agency. Call 1-800-MEDICARE to get the phone number. You can also visit www.medicare.gov/contacts.





Do You Have Pain?

Pain Management

☐ You are the expert about how you are feeling.

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

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

Use the scale below to tell your doctor or nurse how severe your pain is.

Wong-Baker FACES® Pain Rating Scale



©1999 Wong-Baker FACES® Foundation. Visit us at www.wongbakerfaces.org. Used with permission.

Palliative Care Program

Palliative Care Services are available to all adult inpatients at Robert Wood Johnson University Hospital who are faced with a serious or life-threatening illness. The goal of the Palliative Care Team is to improve the quality of life for patients by preventing and relieving the pain, symptoms and distress caused by serious illness. It is appropriate for both patients receiving curative treatments and for those near the end of life. Patients who may benefit from palliative care include those with heart disease, chronic respiratory problems, renal disease, cancer, HIV/AIDS, Alzheimer's, or those with a life-threatening injury. The Palliative Care Team includes a board-certified palliative care physician, a board-certified palliative care nurse practitioner, a licensed clinical social worker and a clinical chaplain. Speak to your attending physician to ask for a referral. The Palliative Care Team is available for consults Monday through Friday from 8 a.m. to 5 p.m.

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



Don't Leave Until...

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



When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, at right).

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

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social

worker or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

If You Disagree

You or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. 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 summary. This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

3. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don't run out of needed medications.

Be sure to ask what foods to stay away from while on your medications.



4. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

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

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

Don't Leave Until... *continued*

Home Health Care

Part-time health care provided by medical professionals in a patient's home to maintain or restore health. It includes a wide 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 both 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 and 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 doctors' appointments, shopping, etc.

Nursing Home

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

Hospice

A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility or within a hospital. 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 week-long or month-long stays in a care facility.



Preparing for Discharge

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 few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital. (See *Don't Leave Until...* 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 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. You will receive a separate bill from your physicians for their professional services.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and that 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 both husband and wife are listed on each other's insurance policies, or when both parents carry their children on their individual policies, or

When You Are Discharged

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

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

Ask for your discharge planner's contact information BEFORE you are scheduled to leave the hospital.



Preparing for Discharge

For Self-Pay Patients

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 will be placed with a collection agency. If you need an itemized statement you can obtain one by calling the Patient Accounts Department at 732-418-8450.

Uninsured?

If you are in need of assistance with your hospital billing you can contact the Patient Accounts Department at 732-418-8450.



when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicare

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

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

Commercial Insurance

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

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



For the Caregiver

Your role as a patient advocate



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

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time 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 16).

advance directives?
Know whether or not your loved
one has an advance directive
and if so, what it specifies.
(See page 23).

ask questions
If your loved one is too ill or
reluctant to ask questions,
make note of their concerns and
any you may have and don’t be
afraid to speak up
(see *Speak Up!* on page 11).

help track medications
Your loved one may be prescribed
medications while in the hospital
and may be seen by several
doctors. Keep track of it all with
My Medications on page 44.

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.

“The more you use your brain,
the more brain you will have to use.”

What famous
North American
landmark is constantly
moving backward?

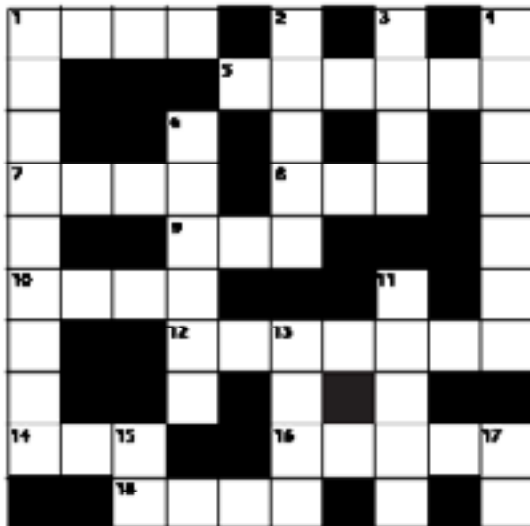
(Answer Below)

Crossword

Animal World

ACROSS

- 1 Fish with pink or red flesh
- 5 The biggest lizard/dragon in the world
- 7 Asian birds that mimic speech
- 8 What do birds do with their eggs
- 9 Anaconda is a species of a _____
- 10 Famous Pixar clown fish
- 12 Largest and heaviest bird
- 14 Slang name for a horse
- 16 Spotted; giggling or laughing
- 18 One who apes



DOWN

- 1 Devil that exists in more than cartoons
- 2 Has a pouch that opens towards hind legs
- 3 Baby kangaroo
- 4 Largest frog in the world, ask David
- 6 Largest Monkey
- 11 Offspring of male lion and female tiger
- 13 A wild goat
- 15 The brown thrasher is the state bird of _____ (abbr.)
- 17 Dog mushing is the state sport of _____ (abbr.)

ANSWER KEY



Niagara Falls.
The rim is worn down about
2 1/2 feet each year because of
millions of gallons of water that
rush over it every minute.

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



X marks the spot—
be sure any mistaken
markings on your body
are completely cleaned off.

Be Prepared

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

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

Before Your Surgery

- Bring a list of any questions you have about your surgery to your pre-surgical doctor's visit. Also bring a list of all 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.
- Ask your surgeon whether you can eat or drink before your procedure and if so, what kinds of food or drink, and within how many hours of your surgery.
- 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.
- 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 or surgical center.
- Ask a relative or friend to go to the hospital or surgical center with you, to stay during your procedure and accompany you home afterward.



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 help 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 or surgical center 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.

On the Day of Your Surgery

- Shower or bathe and wash your hair. 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.
- Allow yourself plenty of time for travel.
- Once you arrive at the hospital or surgical center, 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.
- If you won't be awake for the marking, be sure your relative or friend watches the marking.
- Ask your surgeon if the team will take a "time out" just before your procedure. This is done to make sure they are doing the right surgery on the right body part of the right person.

After Your Surgery

Before Your Procedure Begins

- Staff at the hospital or surgical center should ask you the following questions more than once before your surgery:
 - Your name
 - What kind of surgery you're having
 - The part of your body that is being operated on
- A healthcare professional will mark the spot on your body that is going to be operated on. Make sure they mark only the correct part. If they make a mistake and have to make a new mark, be sure the old mark is completely cleaned off.
- Speak up about any pain you are having and ask for relief. Be specific about the intensity and location.
- If you are given medications right after surgery, 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.
- If you are given IV (intravenous) fluids right after surgery, ask what they are and what they are for. Be sure someone monitors the fluid level.
- 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.



New Care Improvement Initiative from Medicare

RWJ is participating in a Medicare initiative called Bundled Payments for Care Improvement initiative Model 1 (Bundled Payments).

Bundled Payments Model 1 aims to help give you better care

The Bundled Payments Model 1 initiative is a Medicare innovation initiative that encourages new ways for your doctors and other healthcare providers to work more closely together, so you get better care.

RWJ has agreed to accept a lower payment from Medicare for your hospital care due to its participation in this improvement initiative, although your costs won't go up due to this lower payment. We believe that more coordinated, higher quality care can be lower cost care. Under the Bundled Payments Model 1 initiative, if the hospital determines the doctors provided you higher quality, more efficient care that leads to the hospital saving money, the hospital may make additional payments to your doctors. Also, Medicare will monitor your care to make sure you and others get high quality care.

It's your choice as to what hospital or doctor you use

You have the right to choose which hospital or doctor to use. If you want to find a different hospital, visit <http://www.hospitalcompare.hhs.gov> or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. If you want to find a different doctor, visit Medicare's Physician Compare website, <http://www.medicare.gov>, or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Get more information

If you have questions or want more information about Bundled Payments Model 1, call 1-800-MEDICARE. Additional information can also be found at www.innovation.cms.gov.



“It is not the ship so much as the skillful sailing that assures the prosperous voyage.”

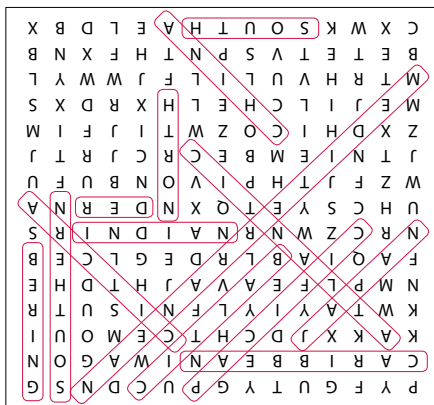
Word Search

Sail the Seven Seas

P	Y	F	G	U	T	Y	G	P	U	C	D	N	S	G
C	A	R	I	B	B	E	A	N	I	W	A	G	O	N
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ARCTIC
ATLANTIC
BALTIC
BERING
CARIBBEAN
CHINA
INDIAN
JAPAN
MEDITERRANEAN
NORTH
PACIFIC
RED
SOUTH
SOUTHERN

ANSWER KEY



The Grateful Patient Program from The RWJUH Foundation

■ It may have been a special doctor, a team of talented nurses, or a skilled dietician or physical therapist. If someone made a difference in the care that you or a loved one received at Robert Wood Johnson University Hospital, a gift to our Grateful Patient Program is a wonderful way to say “thank you.”

The Grateful Patient Program is a chance to honor the compassionate caregivers who touched your life... and help them bring healing and hope to even more patients and their families. You can make a gift to show your appreciation for a special staff member; in support of one of the hospital's planned projects or general fund; or in honor of a loved one or important occasion. Staff members selected for recognition will receive a special “Care Champion” pin.

However you choose to give, you can be assured that your generosity is very much appreciated... and it will help to make a positive difference in the lives of patients at RWJ and their families. Please consider making a gift today, or contact us at 732-937-8750 for more information about the Grateful Patient Program.

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

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

Or Call
732-937-8750

Or E-mail
foundation@rwjuh.edu.

**Please visit our
Web site at**
www.rwjuhfdn.org.





Resources

Staff Definitions



Nurses

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

Medical Staff

There are more than 1,500 physicians on staff at RWJ who provide personalized, professional care for our patients. Your attending physician is primarily responsible for your care during your hospital stay. He or she will admit you and may issue orders for your care and treatment, consult with other physicians to assist in your care, determine which tests and examinations are necessary to diagnose your condition, prescribe treatments and medications you will receive here and at home, and will determine when you are ready to be discharged. If necessary, your physician may also issue dietary and visitation limitations.

It is important for you and your family to understand that you may be treated by physicians who are not employees of RWJ.

All physicians practicing medicine at RWJ are licensed by the State of New Jersey and must meet certain educational and experience requirements; however RWJ is not responsible for specific care provided to you by your physician. If you wish to change any of your physicians, please ask to speak with a member of your healthcare team.

In addition, physicians who participate in your care, including, for example, emergency room physicians, surgeons, radiologists, anesthesiologists, pathologists, and consultants are private practitioners and not employees or agents of RWJ, they are either self employed community physicians or employees of the University of Medicine and Dentistry of New Jersey.

If physician services are utilized, you will receive a separate bill from the independent contractor physician and physician groups in addition to the bill from Robert Wood Johnson University Hospital.

Resident Physicians

Over 250 resident physicians, who have graduated from leading medical schools are here completing postgraduate education in specialized medical fields.



They provide round-the-clock care for patients and may also be involved in your care. Please speak to your physician if you have any questions about the involvement of residents in your care.

Fellows and Residents are employees of the University of Medicine and Dentistry of New Jersey and are not employees of RWJ.

Technicians and Technologists

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

Case Managers and Social Workers **Ext. 8702**

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

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



Volunteers **Ext. 8507**

The combination of world-class research and personalized care enhances our mission to provide the highest quality patient care, education, research and community outreach in a supportive environment.

Our volunteers' service furthers these mission initiatives by giving of their time and talent to make a difference in the lives of our patients.

Our volunteers provide support throughout the hospital, including staffing the information desk, delivering mail and flowers, operating the gift shop and escorting patients.

If you are interested in volunteer opportunities, please call ext. 8507.

We feel confident that your experience as a volunteer at Robert Wood Johnson University Hospital will be most rewarding.



My Medications

Keep track of all medications you are prescribed while in the hospital.

When you get home add all other medications—including over-the-counter, vitamins and herbs—to this list. Update your list as needed.

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at (circle all that apply): 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.

8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____