PATIENT INFORMATION GUIDE



Robert Wood Johnson University Hospital Hamilton





Rehabilitation that closes the gap between hospital & home.



With more money, you'd add a wing to your house and hire a full-time nurse. With more resources, you'd build your own gym. With more skill, you'd get certified in occupational, physical, speech and respiratory therapy. With more time, you'd do everything you possibly could to care for your loved ones. With Atrium Post Acute Care of Hamilton, you can.

It's the same care you'd give.

ATRIUM POST ACUTE CARE of HAMILTON

3 Hamilton Health PI | Hamilton Township, NJ 08690



IMPROVE YOUR Health & Well-Being

OUR EVIDENCE-BASED WELLNESS PROGRAMS INCLUDE:

Bariatric, Cancer, Pre-Op Fitness, Diabetes, MoveWell, Parkinson's and Women's Health Retreat.

These 8-week programs are designed to meet each participant's needs, with demonstrated results!

ONE FREE* WELLNESS ASSESSMENT

CALL TODAY TO SCHEDULE **609.531.4131**

NO MEMBERSHIP REQUIRED

*Offer valid with this coupon only. First time visitors only.

Cannot be combined with any other offers. Restrictions apply. Must show ID

609.584.7600 | 3100 Quakerbridge Road, Mercerville, NJ 08619 | rwjhamiltonwellness.com

f

/RWJHamiltonCenterforHealthWellness



@RWJFitandWell



@RWJFitandWell



RWJFitandWell

7438231_0417



WE'LL HELP YOU GET YOUR LIFE BACK!



Each year chronic, non-healing wounds keep millions of people just like you from enjoying life to its fullest. At the Center for Wound Healing, our team of specialists use proven wound care practices and advanced healing techniques, including hyperbaric oxygen therapy.

One Hamilton Health Place Hamilton, NJ 08690 www.rwjhamilton.org

Caring to make a difference



We care to be the best

Personalized care is at the heart of Hamilton Continuing Care Center's commitment to excel in elder care services. Serving our community for over 20 years, Hamilton Continuing Care Center's highly trained staff excels at providing compassionate and professional care for the physical and emotional needs of our residents.

- Short-term rehabilitation Respite care Hospice care
- Long-term care Infusion therapy Alzheimer's care

1059 Edinburg Road • Hamilton, NJ 08690 • 609.588.0091 www.hamiltoncontinuingcare.com

GREGORY E. COX MD, LLC

Eye Physician & Surgeon

Board Certified

Fellowship Trained in Cornea/ External Disease and Refractive Surgery

Specializing in Cataract, Glaucoma, Cornea Transplant and LASIK/Refractive Surgery

www.DrGregCox.com



Gregory E. Cox, MD, LLC is pleased to announce the expansion of our practice to include comprehensive eyecare services including exams, contact lenses, glaucoma/diabetic care and cataract/LASIK surgeries. Most insurance plans will continue to be accepted and we will now offer vision plan services in conjunction with our newly renovated optical shop staffed by licensed opticians. Our phone number remains (609) 586-0849 and our new fax number is (609) 587-4509.

2 HAMILTON PLACE
MEDICAL OFFICE BUILDING #2
HAMILTON, NJ 08690 • (609) 586-0849

ARIEL F. ABUD, MD LLC

Neurological Surgery
Ariel F. Abud, MD, FAANS, FACS
3100 Princeton Pike

Brain and Spinal Surgery



Building 1, Suite A Lawrenceville, NJ 08648 609-896-0207 Phone 609-896-0354 Fax arielfabudmd.com

Knowledge, Compassion and Experience



CareOne at Hamilton
Assisted Living

Looking For A Change?

www.care-one.com

CareOne at Hamilton Assisted Living

CareOne at Hamilton Assisted Living and Memory Care is offering moving services and assistance in getting your apartment ready at our community. Our staff will assist in setting up moving services, or by recommending our preferred furniture providers!

Our all-inclusive, month-long promotion ends in a few weeks, and the time and money you will save on fees, moving costs, andapartment set-up is a value unlike any other. Arrangements can be made to complete your move in as quickly as one or two weeks!

Come tour our community to see what CareOne has to offer.

CareOne at Hamilton Assisted Living 1660 Whitehorse-Hamilton Square Rd. Hamilton, NJ 08690

Ask about our current move-in specials!

Call us today for details at 609-586-4600

PATIENT & FAMILY EXPERIENCE

Your healthcare team at RWJ Hamilton works day and night to ensure you receive the very best care. We are focused on delivering the highest standards of excellence in quality and service to patients as well as their family and friends. Recognized at the local, state and national levels, RWJ Hamilton enjoys the distinction of being the first of two New Jersey hospitals to receive the Malcolm Baldrige National Quality Award, the only award for quality and performance excellence presented by the President of the United States. Following discharge from the hospital, all of our patients receive a patient satisfaction questionnaire in the mail. We take your comments very seriously so we can continually make improvements. It is our goal to provide you with excellent service. If you have any questions about admissions, the service and accommodations, your healthcare team or your rights as a patient, please let us know.

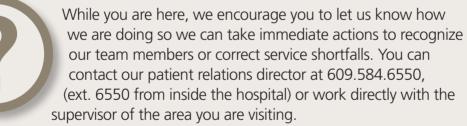
Yours in good health,

Richard Freeman, President & CEO

Did You Meet a RWJ Hero?

If an RWJ Hamilton employee gave you or your loved one outstanding service or went above and beyond, please let us know. RWJ HERO recognition cards are available throughout the hospital and at all entrances. You also can obtain them from a department secretary or supervisor. It's so very helpful for us to hear your praise.

Questions or Concerns During Your Visit



| About RWJ Hamilton |
|--|
| Your Healthcare Team |
| Admissions and Accommodations |
| Valuables |
| Telephone Directory |
| Food and Nutrition Services 5 |
| Pastoral Care |
| Visitor Information |
| Infection Prevention |
| Pain Management |
| Patient Communication |
| Patient Education |
| Patient Responsibilities |
| Patient Rights |
| Special Services |
| Assistive Services for Our Patients, Guests and Employees 16 |
| Patient Safety and Security |
| Our Commitment to Patient Safety |
| Speak Up |
| Notice of Privacy Practices |
| Advance Directives |
| Consents |
| Critical Decisions |
| Ethical Conflicts |
| Palliative Care |
| Hospice Care |
| Organ/Tissue Donation |
| RJW Health Connect |
| Domestic Violence |
| Discharge Information |
| Financial Assistance Policy and Plain Language Summary 32 |
| Financial Information |
| Medicare Information |
| Satisfaction Surveys |
| Nondiscrimination Notice |

TABLE OF CONTENTS

Your Test Results Online

RWJ Health Connect stores your test results, allows you to communicate with enrolled physicians and more. Learn about this secure website on page 31.

ABOUT ROBERT WOOD JOHNSON UNIVERSITY HOSPITAL HAMILTON

Situated on a 67-acre campus, RWJ Hamilton provides comprehensive acute care and outpatient services through a unique blend of technology and human achievement.

With more than 1,300 employees and over 600 physicians on the medical staff, RWJ Hamilton continues to meet the demands of a growing community, remaining focused on its mission to provide "Excellence Through Service and Quality®" and its vision "to passionately pursue the health and well-being of its patients, employees and the community through a culture of exceptional service and commitment to quality."

Healthcare Services provided by RWJ Hamilton:

Bariatric Surgery

Cardiology

Diabetes Care

Digestive Health & Endoscopy

Emergency Services

GYN & Women's Health

Neurology & Primary Stroke Center

Occupational & Corporate Health

Oncology – The Rutgers Cancer Institute of New Jersey Hamilton

Orthopedics/Joint Replacement/ Spine Surgery

Radiology

Rehabilitation Services

SleepCare Center

Surgical Services

Vascular Services

Wound & Hyperbaric Medicine

Our organization provides a continuum of care in a variety of settings to serve community residents at every stage of life.

- RWJ Hamilton Foundation
- RWJ Fitness & Wellness Center

The medically based fitness facility is home to a fitness center, rehabilitation program, community education and other amenities.

• Lakeview Child Centers

A network of multiple NAEYC-accredited childcare centers throughout Mercer County providing infant, toddler and preschool programs.

About RWI Hamilton

Your Healthcare Team

Admissions and

Accommodations

Valuables

Telephone Directory

Food and Nutrition

Services

Pastoral Care

Visitor Information

Infection Prevention

Pain Management

Patient Communication

Patient Education

Patient Responsibilities

Patient Rights

Special Services

Assistive Services for

Our Patients, Guests and

Employees

Patient Safety and

Security

Our Commitment to

Patient Safety

Speak Up

Notice of Privacy

Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance

Policy and Plain

Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination

Notice



YOUR HEALTHCARE TEAM

Nurses

Nursing care is provided 24 hours a day by a team of professional registered nurses and nurse assistants. A nursing supervisor is available at any time to assist you with any needs or concerns.

Patient Care Technicians

Technicians provide direct patient care under the supervision of a registered nurse and physician. They assist in all activity of daily living, including bathing and eating.

Social Workers/Patient Care Coordinators (ext. 6590)

Social workers are assigned to each patient care area and are trained to help patients and family members deal with financial, social and emotional issues related to illness or hospitalization. They also work with patients and families to help deal with long-term illnesses and rehabilitation.

Patient care coordinators are registered nurses involved in planning your discharge from the hospital, which may involve arranging for home healthcare, medical or other adaptive equipment for your home, or for a period of care in a rehabilitation facility or skilled nursing facility.

Patient Relations (ext. 6550)

RWJ Hamilton's patient relations director is here to accommodate the needs of patients, visitors, physicians and staff. Should you have a question or concern during your stay, contact patient relations between 8 a.m. and 4:30 p.m., Monday through Friday, or the nursing supervisor at all other times (dial 0).

ADMISSIONS AND ACCOMMODATIONS

Your Room

Your room assignment is based on your diagnosis and the bed availability on the day of your admission.

Room Temperature

If your heating or cooling unit is not working properly, please notify your nurse.

Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nursing station is alerted that you need assistance, and a light will flash above your door. A staff member will respond to your signal as soon as possible.

Television

All patient rooms are provided with remote-controlled cable television sets. There is no charge for television service. Please be considerate of your roommate when watching television.

Telephone

Bedside telephone service is available to patients free of charge. You are entitled to an unlimited number of local calls during your stay. Long-distance calls may be billed to a telephone credit card or your home telephone. Incoming calls may be received between 7 a.m. and 10 p.m.

To place a local call (609 area code), dial 9, wait for the dial tone, then dial the number. Calls to 800 numbers may be dialed the same way. Long-distance calls may be placed by dialing 9 first, then the area code and the number you are trying to reach. An operator will connect the call. nurse will identify you in the computer as a non-select, and you will automatically receive meals based on your diet order and any identified food preferences.



Housekeeping and Room Cleanliness

If the cleanliness of your room does not meet your expectations, please contact the housekeeping supervisor at ext. 2861 or 6489.

Noise

If the noise in your area is bothersome, contact the housekeeping supervisor at ext. 2861.

Wireless Internet

Patients and their guests can connect to the hospital's wireless internet using their personal devices by using the password "RWJ Guest."

Your Hospital Bed/Wheelchairs

Hospital beds are electrically operated. Your nurse will demonstrate how to adjust your bed for your comfort. In the interest of patient safety, please speak with the patient's nurse before raising or lowering bedside rails. Fall injuries are more severe when patients attempt to climb between or over bedside rails. Also please do not try to get in or out of a wheelchair by yourself. Call on staff for assistance; our nurses and patient transport staff are trained to assist patients with navigating entry and exit from beds and wheelchairs.

VALUABLES

We understand the importance of keeping certain valuables with you during your hospital stay, such as hearing aids, dentures, eyeglasses and electronic devices. Keeping track of valuables is the sole responsibility of the patient. We strongly encourage you to send home any valuables that are not aids to your daily living. If it is necessary to keep valuables with you during your stay, they can be placed in the safe provided by our security department.

This can be arranged by dialing security at ext. 6970, or by speaking with your nurse. You will be given a written receipt for all items, which must be presented when you withdraw your valuables.

If you lose something, please notify your nurse right away, and he or she will make every effort to help you find it.

Upon discharge, please make sure to check the safe, cabinets and closets within your room for any valuables. The hospital will not take responsibility for belongings that are left behind after discharge by patients and guests.

Dentures/Glasses

Please be careful not to place your dentures and/or glasses on food trays or on the bed. Denture cups are available from the nursing staff for your convenience.

TELEPHONE DIRECTORY

While in the hospital, you can reach the departments listed below by dialing their extensions directly. If you need assistance, dial 0 for the operator.

Discharge Planning 6590 Information Desk 6446
Pastoral Care 6980 Patient Accounts 6780
Patient Relations 6550 Social Services 6590

FOOD AND NUTRITION SERVICES

RWJ Hamilton's patient menus are based in accordance with Food and Nutrition Board of the National Research Council guidelines. Your diet is prescribed by your physician. If you have any questions about your diet prescription and/or your diet limitations, you may ask your physician or call a registered dietitian at ext. 6557.

About RWJ Hamilton

Your Healthcare Team

Admissions and
Accommodations

Valuables

Telephone Directory

Food and Nutrition

Services

Pastoral Care Visitor Information

Infection Prevention
Pain Management

Patient Communication

Patient Education

Patient Responsibilities

Patient Rights

Special Services

Assistive Services for Our Patients, Guests and Employees

Patient Safety and Security

Our Commitment to Patient Safety

Speak Up

Notice of Privacy Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance Policy and Plain

Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination

Notice





RWJ Hamilton provides patient meals through a Food on Demand system. A Food on Demand Room Service ambassador will visit you with a restaurant-style menu and explain how to order your meals. Any questions or concerns may be raised in person to a room service ambassador or by phone to the dietary supervisor at ext. 6441 or 8533. Family members or friends who want to eat in a patient's room may visit the hospital's café to purchase their own meal and bring it back to the patient's room.

5-Star Cuisine: RWJ Hamilton's Dining Excellence

The Food on Demand Room Service System is designed so you may customize a meal according to your preferences and order meals as close as possible to your usual meal times. Each meal is prepared individually and based on dietary considerations and menu requests. When ready to order a meal, dial ext. 5555 from your bedside telephone and place your order with a communication center clerk. When placing your order, the clerk will ask for your name and room number, and he or she will alert you to foods that are not allowed on your diet. After you have placed your order with the communication center clerk, you will receive your tray within 45 minutes to an hour.

Breakfast ordering begins at 6:30 a.m. Lunch orders may be placed starting at 11 a.m. Dinner orders may be placed at 4 p.m. Meal orders may be placed until 7 p.m. Breakfast foods are available at all meals. If you are unable to participate in the program, your

PASTORAL CARE

Pastoral care is available to all patients and their families, regardless of religious affiliation. Chaplains and volunteer pastoral visitors represent a variety of faith traditions and are trained to respect and support the spirituality of each patient and family member.

Patients may look to RWJ Hamilton's pastoral professionals as skilled companions who can help:

- Ensure religious needs are met
- Encourage life reflection and storytelling
- Explore spiritual concerns
- Discover sources of hope
- Recover a sense of worth and dignity
- Mediate religious differences within a family
- Reconnect patients with valued friends and family
- Listen reverently
- Address feelings including anger, fear, sorrow or remorse
- Make sense out of life's changes
- Strengthen life with prayer and meditation
- Process grief and loss
- Provide a safe space for doubt
- Intervene in crisis situations
- Consult on ethical dilemmas
- Reconcile feelings of guilt and regret
- Maintain contact with a faith community or clergy

For our Catholic patients, the sacrament of the anointing of the sick is administered by a priest as requested. Communion is provided by extraordinary ministers representing various local parishes, usually on a daily basis. Referrals for this sacramental care can be made through your nurse.

If you need pastoral assistance, do not hesitate to ask your nurse or call the pastoral care office directly at ext. 6980.

VISITOR INFORMATION

We recognize that family and friends are an important part of your recovery, and we welcome visitors. For security purposes, all visitors are required to sign in upon entering the hospital either in the main lobby or in the North Tower. For your comfort and the comfort of other patients, we ask all visitors to observe the following:

- Please be considerate of other patients and limit your visitors to two at a time.
- Visitors must sign in at the information desk in the lobby or the security desk.
- The nurse is responsible for ensuring the safety of patients and visitors and may restrict visitation times to promote periods of rest, protect against infections and provide care.
- Children should not be left unattended in any area of the hospital.
- Only immediate family is allowed in the critical care units. Hours are 11 a.m. to 7 p.m.
- Out of respect and consideration for our patients, staff and other visitors, kindly refrain from visiting if you are sick.

Pierfy Multi-Faith Chapel

The Pierfy Multifaith Chapel is located on the first floor of the Outpatient Services building and is open 24 hours a day for use by the hospital community. It is a place for prayer, meditation and occasional religious services. Devotional materials, such as icons, prayer rugs, crosses, rosary beads and sacred scriptures, are available for use in the chapel. Regular interfaith prayer services are held in the chapel weekdays at 12:30 p.m. An Islamic prayer service is held in the chapel each Friday at 1:15 p.m. Other holy day services are scheduled year-round.

For more information, see the "Pastoral Care" section on page 6 of this guide.

Roma Bank Garden Café

Hours:

Monday to Friday: 7 a.m. to 8 p.m. Weekends and holidays: 7 a.m. to 4 p.m.

Vending Machines

Vending machines are located by the café, ICU and Emergency Department, and the first floor of the Outpatient Services Building.

Gift Shop

The Atrium Gift Shop, located on the ground floor by the cafeteria, offers a variety of magazines, cards and gifts for purchase.

INFECTION PREVENTION

The Key to Controlling the Spread of Infection

Without proper precautions, germs can easily spread among patients, visitors and staff. That's why healthcare facilities take special steps to fight infection.

Handwashing

Washing hands properly makes a difference. The hands are home to many germs and are a major means of germ transmission. Wash your hands frequently. Visitors and patients should wash their hands:

- After coughing, sneezing or blowing their nose
- Before and after eating
- After using the restroom

About RWJ Hamilton

Your Healthcare Team

Admissions and Accommodations

Valuables

Telephone Directory

Food and Nutrition Services

Pastoral Care

Visitor Information

Infection Prevention

Pain Management

Patient Communication

Patient Education

Patient Responsibilities

Patient Rights

Special Services

Assistive Services for

Our Patients, Guests and Employees

Patient Safety and Security

Our Commitment to Patient Safety

Speak Up

Notice of Privacy

Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance

Policy and Plain Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination Notice







- After petting an animal
- If hands are visibly dirty or contaminated
- Immediately after contact with body fluids (blood, saliva, etc.)

Always use soap and water if the hands are visibly dirty or contaminated. NOTE: If you do not see your providers clean their hands, please ask them to do so. Use this handwashing technique:

- Remove any jewelry.
- Use warm water.
- Angle hands downward.
- Apply soap and lather well.
- Scrub well for at least 10 to 15 seconds; friction removes germs.
- Wash under nails, around cuticles and between the fingers.
- Rinse hands angled downward.
- Dry hands with a paper towel.
- Use a new paper towel to turn off the faucet.

In addition to soap and water, you will see foam dispensers at various locations within the hospital. This is an alternative method for washing your hands. Try this method for foam:

- Pull nozzle forward to dispense foam into hands.
- Rub hands together until dry, covering all surfaces of hands and fingers.

MRSA

MRSA, or Methicillin-Resistant Staphylococcus Aureus, is a germ that is resistant to the treatment of many antibiotics. People at risk include the elderly, patients from long-term care facilities, those with frequent hospitalization, or those with open wounds or tubes/devices going into the body.

MRSA can cause either infection or colonization. Colonization, when the germ is present but the patient is not showing signs or symptoms of infection, usually does not require treatment. All patients with MRSA will be placed on Contact Precautions during their admission. Any patient readmitted to the facility with a history of MRSA will require Contact Precautions and screening for MRSA.

VRE

VRE, or Vancomycin-Resistant Enterococci, is a germ that is resistant to the treatment of many antibiotics. People at risk include those with weakened immune systems, those who have had many antibiotics, those with extended hospitalizations or those with tubes/devices going into the body.

VRE can cause either infection or colonization. Colonization, when the germ is present but the patient is not showing signs or symptoms of infection, usually does not require treatment.

All patients with VRE will be placed on Contact Precautions during their admission. Any patient readmitted to the facility with a history of VRE will require Contact Precautions and screening for VRE.

Clostridium difficile (C. diff)

C. diff is a germ that is normally found in the digestive tract. Many cases of C. diff are caused by antibiotics, which are used to treat other infections in the body. The antibiotics change the normal makeup of bacteria in the digestive tract, causing the C. diff to grow more than expected.

People at risk include patients on long-term antibiotic therapy, the elderly, women,

patients undergoing chemotherapy for cancer, those with inflammatory bowel disease or renal disease, and those who are hospitalized.

Treatment for C. diff may simply require stopping current antibiotic therapy. If the patient is unable to stop current antibiotic therapy, additional antibiotic therapy with drugs, which are not known to cause C. diff symptoms, may be prescribed.

All patients with C. diff will be placed on Special Contact Precautions while having loose stools. NOTE: It is important to remember that good hand hygiene with soap and water is the most effective way to prevent the spread of C. diff.

Respiratory Infection Precautions

Anyone with a respiratory infection should practice the following:

- Cover the nose/mouth when coughing or sneezing.
- Use tissues to contain respiratory secretions.
- Dispose of tissues in the nearest waste receptacle.
- Perform handwashing after contact with bodily secretions or contaminated material.

Standard Precautions

There are standard precautions that include handwashing and wearing gloves when in contact with patients and body fluids. These precautions apply to all patients to help control the spread of infection.

There are additional precautions that may be needed to protect you and your family. The nurse will inform you about these precautions if necessary.

Contact Precautions

Contact precautions help prevent the spread of germs and are used for certain infections that are easily spread by contact. These germs are not carried through the air. Visitors and healthcare providers should:

- Wear gloves at all times.
- Wear a cover gown when coming in contact with the patient or environment.
- Remove gloves and gown before leaving the room.
- Wash hands after removing gloves and gown.

A sign will be placed outside the room instructing visitors to see the nurse before entering.

Patient Bathing

During your stay at our hospital, your safety, cleanliness and satisfaction are very important to us. That is why we have switched from basins to cleansing washcloths for patient bathing. Bathing with soap and water in a basin can spread bacteria and germs that can lead to infection. Using these special cloths eliminates the need for basins, harsh soaps and water. They also are gentler on your skin. Each washcloth contains mild cleansers, water and skin moisturizers. A fresh rinse-free warm washcloth is used to clean each area of the body separately. Once the moisturizer soaks in, your skin will feel clean and soft.

Vaccinations

Your nurse will ask you about your vaccination status for pneumonia and influenza (October to April). Depending on your responses, you may be eligible to receive the vaccines while in the hospital. For further information, contact our infection preventionist at ext. 6596 or 609.584.6596.

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for **Employees**

Our Patients, Guests and

Patient Safety and Security

Our Commitment to Patient Safety

Speak Up

Notice of Privacy **Practices**

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance Policy and Plain Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination Notice



PAIN MANAGEMENT

Your healthcare team of nurses and physicians will partner with you in managing your pain.

Wong-Baker FACES® Pain Rating Scale



Copyright 1983, Wong-Baker FACES® Foundation, www.WongBakerFACES.org. Used with permission

- We will ask you what is your pain goal or acceptable pain score.
- We will ask you about your pain around the clock.
- We will discuss treatments such as medications, physical therapy, positioning, heat, ice, relaxation and other therapies.

Help us to help you by doing the following:

- Let us know when you are having pain before it gets too bad.
- Tell us what is feels like by using the pain scale.
- Tell us what makes your pain better or worse.
- Speak up and ask questions.

Please call ext. 6237 for questions about your medications.

Pain Medication Administration

Oral tablets or liquids, rectal suppositories, skin patches or injections into large muscles are common administration methods to control pain. Often, postoperative pain is managed through intravenous (into a vein) or epidural (through a small tube in the back) administration. Both methods deliver medications through a small pump that the nurse will program from the physician's orders. In some instances, you will be able to push a button to deliver pain medication when you need it. Family members and visitors are not permitted to do this for you.

PATIENT COMMUNICATION

The more you communicate with your doctor and nurse, the better their chances of helping you. By being a proactive patient, you are best equipped to avoid the stress that can accompany misunderstandings and miscommunication among patients, physicians and other healthcare professionals.

In a hospital, the person who provides the majority of hands-on care, and sees patients the most, is the nurse. Nurses generally work eight- or 12-hour shifts. When one shift ends, the incoming shift receives reports on all patients treated during the previous shift.

Learn the names of your nurses, the length of their shifts and whether they will be regularly assigned to you during your hospital stay. You may have questions for your nurse; if he or she does not know the answer, he or she will forward your query to the appropriate person. If you are not satisfied with the answer you receive, or no response is forthcoming, ask to speak to a representative from the patient relations department.

Patient Relations is a liaison between hospital administration and the medical staff. The department's primary responsibility is to assist patients and ensure that their needs and concerns are addressed.

Communication Tips

Maintaining communication with your healthcare provider can substantially improve your health and wellness. Before initiating treatment with a healthcare professional, consider preparing a list of items that address the following:

- Identify your symptoms.
- Obtain relevant medical records.
- Prepare a list of medications you are taking. Include prescription drugs, overthe-counter medications, herbs and supplements as well as dosages. Keep this list updated and take this medication list to every healthcare encounter.
- Make your physician and nurse aware of any drug allergies.
- Speak openly with your physicians about your desire to be involved in treatment decisions.
- Inform your medical team about alternative or complementary care and previous treatments received.
- Seek counseling or support for difficult healthcare decisions; this may involve obtaining advice from a relative, close friend or professional advisor.
- Complete a living will or advance directive.
- Understand your condition and the risks and benefits of your treatment options.
- Ask for another opinion.

Steps to Appeal your Discharge

Step 1: You must contact the QIO no later than your planned discharge date and before you leave the hospital. If you do this, you will not have to pay for the services you received during the appeal (except for charges like co-pays and deductibles).

- QIO can be reached by telephone at 800.624.4557 or TTY 877.486.2048.
- You can file a request for an appeal any day of the week. Once you speak to someone or leave a message, your appeal has begun.
- Ask the hospital if you need help contacting the QIO.
- The name of this hospital is Robert Wood Johnson University Hospital Hamilton (310110).

Step 2: You will receive a detailed notice from the hospital or your Medicare Advantage or other Medicare-managed care plan (if you belong to one) that explains the reasons they think you are ready to be discharged.

Step 3: The QIO will ask for your opinion. You or your representative need to be available to speak with the QIO, if requested. You or your representative may give the QIO a written statement, but you are not required to do so.

Step 4: The QIO will review your medical records and other important information about your case.

Step 5: The QIO will notify you of its decision within one day after it receives all necessary information.

- If the QIO finds that you are not ready to be discharged, Medicare will continue to cover your hospital services.
- If the QIO finds you are ready to be discharged, Medicare will continue to cover your services until noon of the day after the QIO notifies you of its decision.

If you miss the deadline to appeal, you have other appeal rights.

You still can ask the QIO or your plan (if you belong to one) for a review of your case.

About RWJ Hamilton
Your Healthcare Team
Admissions and
Accommodations
Valuables
Telephone Directory
Food and Nutrition
Services
Pastoral Care
Visitor Information
Infection Prevention

Pain Management Patient Communication

Patient Education
Patient Responsibilities
Patient Rights
Special Services
Assistive Services for
Our Patients Guests and

Our Patients, Guests and Employees Patient Safety and Security

Our Commitment to Patient Safety

Speak Up

Notice of Privacy Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance Policy and Plain

Language Summary
Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination Notice



If you belong to a Medicare Advantage Plan or other Medicare-managed care plan, call your plan.

If you stay in the hospital, the hospital may charge you for any services you receive after your planned discharge date.

For more information, call 1.800.MEDICARE (1.800.633.4227) or TTY: 1.877.486.2048.

Medicare Bundled Payments

RWJ Hamilton is participating in a Medicare initiative called Bundled Payments for Care Improvement initiative Model 1 (Bundled Payments). 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 Hamilton 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. You have the right to choose which hospital or doctor to use.

Call 800.MEDICARE if you want to find a different hospital (or visit www.medicare. gov/hospitalcompare); if you want to find a different doctor (or visit Medicare's Physician Compare website, www.medicare.gov). If you have questions or want more information about Bundled Payments Model 1, call RWJ Hamilton at 609.586.7900 or call 800. MEDICARE (or visit www.innovation.cms.gov).

PATIENT EDUCATION

There are several methods to provide you with information about your illness and medications. A patient education television channel broadcasts a variety of health information programs that are repeated several times a day. Ask your nurse for a schedule. Your nurse or pharmacist also is able to provide printed information about your illness and/or medications.

PATIENT RESPONSIBILITIES

As a patient, you or your healthcare decision-maker have the following responsibilities:

Provision of Information

To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to the responsible practitioner. As a patient, you are responsible for reporting whether you understand a contemplated course of medical action and what is expected of you.

Communication of Concerns

To report dissatisfaction with the quality of care or service provided.

Compliance with Instructions

To follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include: following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders and enforce the applicable hospital rules and regulations. You are responsible for keeping appointments and, when you are unable to do so for any reason, notifying the responsible practitioner or the hospital.

Refusal of Treatment

To be accountable for your actions if you refuse treatment or do not follow the practitioner's instructions.

Hospital Rules and Regulations

To follow rules and regulations affecting patient care and conduct. To have all your valuables taken home by family or friends or to deposit them in the hospital safe. The hospital is not responsible for lost money, valuables or property. To follow the no smoking regulations.

Respect and Consideration

To be considerate of the rights of other patients and hospital personnel, and to assist in the control of noise and the number of visitors. Either you or your decision-maker has the responsibility of being respectful of the property of other persons and of the hospital. Verbally abusive language and verbally disruptive conduct are not acceptable, and if it continues after a request to stop, you or your visitor(s) will be asked to leave the hospital grounds or be escorted from the premises by security or law enforcement. Threatening or inappropriate behavior toward other patients, staff or visitors will not be tolerated. You or your visitor(s) will be asked to leave the hospital grounds or be escorted from the premises by security or law enforcement.

STATE OF NEW JERSEY HOSPITAL PATIENT RIGHTS

As a patient in Robert Wood Johnson University Hospital Hamilton, you have the following rights (under state law and regulations):

Medical Care

To receive the care and health services that the hospital is required by law to provide.

To receive, from your physician or clinical practitioner, an understandable explanation of your complete medical condition, recommended treatment, expected results, risks involved, and reasonable medical alternatives. If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given to your next of kin or guardian.

To give informed, written consent prior to the start of nonemergency medical procedures or treatments. Your physician should explain to you, in words you understand, specific details about the recommended procedure or treatment, any risks involved, time required for recovery, and any reasonable medical alternatives.

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 if you give informed, written consent. You have the right to refuse to participate.

Communication and Information

To be informed of the names and functions of all healthcare professionals providing you with care.

To receive, as soon as possible, the services of a translator or interpreter if you need one to help you communicate with the Hospital's healthcare personnel.

To be informed of the names and functions of any outside healthcare and educational institutions involved in your treatment. You may refuse to allow their participation.

To be informed, upon request, of the Hospital's written policies regarding lifesaving and life support practices.

To be advised in writing of the Hospital's rules regarding the conduct of patients and visitors.

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Rights Special Services Assistive Services for

Patient Responsibilities

Our Patients, Guests and **Employees** Patient Safety and

Security Our Commitment to

Patient Safety Speak Up

Notice of Privacy **Practices**

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance Policy and Plain Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination Notice





- i. 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.
- **ii.** 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 patients or their spouses to produce proof of marital status.
- **iii.** 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.
- **iv.** Visitation may be restricted in medically appropriate circumstances or based on the clinical decision of a healthcare professional charged with the patient's care.

To receive a summary of your patient rights that includes the name and phone number of the Hospital staff member to whom you can ask questions or complain about a possible violation of your rights.

Medical Records

To have prompt access to the information in your medical record. If your physician feels that the access is detrimental to your health, your next of kin or guardian has a right to see your record.

To obtain a copy of your medical record, at a reasonable fee, within 30 days after a written request of the Hospital.

Personal Needs

To be treated with courtesy, consideration, and respect for your dignity and individuality.

To have access to storage space in your room for private use. The Hospital also must have a system to safeguard your personal property.

Cost of Hospitalized Care

To receive a copy of the Hospital payment rates. If you request an itemized bill, the Hospital must provide one, and explain any questions you may have. You have a right to appeal any charges.

To be informed by the Hospital if part of or your entire bill will not be covered by insurance. The Hospital is required to help you obtain any public assistance and private healthcare benefits to which you may be entitled.

Discharge Planning

To receive information and assistance from your attending physician and other healthcare providers if you need to arrange for continuing healthcare after your discharge from the Hospital.

To receive sufficient time before discharge to arrange for continuing healthcare needs.

To be informed by the Hospital about any discharge appeal process to which you are entitled by law.

Transfers

To be transferred to another facility only when you or your family has made the request, or in instances where the transferring hospital is unable to provide you with the care you need.

To receive an advance explanation from a physician of the reasons for your transfer and possible alternatives.

Freedom from Abuse and Restraints

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 safety of you or others.

Privacy and Confidentiality

To have physical privacy during medical treatment and personal hygiene functions, unless you need assistance.

To confidential treatment of information about you. Information in your records will not be released to anyone outside the Hospital without your approval, unless it is required by law.

Pain Management

To expect and receive appropriate assessment, management and treatment of pain.

To receive information about pain and pain relief measures.

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 exercise all your constitutional, civil and legal rights.

To contract directly with a New Jersey-licensed, registered professional nurse of your choosing for private professional nursing care during your hospitalization.

Questions and Complaints

To present questions or grievances to a designated Hospital staff member and to receive a response in a reasonable period of time. The Hospital must provide you with the names, addresses, and telephone numbers of government agencies that handle questions and complaints, including the New Jersey Department of Health Complaint Hotline at 1.800.792.9770.

This list of Patient Rights is an abbreviated summary of the current New Jersey law and regulations governing the rights of hospital patients. For more complete information, consult Public Law 1989 Chapter 170 and regulation at N.J.A.C. 8:43G-4. Please contact Patient Relations at 584.6550 if you have any questions or concerns.

YOUR RIGHTS AS A MINOR, CHILD OR ADOLESCENT

Emancipated Minor

An emancipated minor is defined as a minor living on his or her own, who is self-supporting and not subject to parental control. An emancipated minor who is a patient at RWJ Hamilton has the right to make health decisions. A pregnant minor is considered an emancipated minor; no parental permission is required for treatment.

Mature Minor

A mature minor may be a participant in healthcare decisions when a physician determines that minor is able to understand the risks, benefits and alternatives to a proposed treatment.

Confidentiality

As a minor who is a patient at RWJ Hamilton, you have the following rights to confidentiality:

- To speak privately with members of the healthcare team and to expect confidential treatment of the information provided whether you are a child or an adolescent unless this would be detrimental to your health.
- To be treated for venereal disease and drug and alcohol problems without parental knowledge. Your parents and/or legal guardians have the legal right to make decisions on your behalf except as listed above.

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables

Telephone Directory Food and Nutrition Services

Pastoral Care

Visitor Information

Infection Prevention

Pain Management

Patient Communication

Patient Education

Patient Responsibilities

Patient Rights

Special Services

Assistive Services for Our Patients, Guests and Employees

Patient Safety and Security

Our Commitment to Patient Safety

Speak Up

Notice of Privacy Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance Policy and Plain

Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination Notice



Whether you exercise your rights yourself or your parents and/or legal guardians exercise them on your behalf, all the rights listed above and those included in the "New Jersey Hospital Patient Rights" posted in your room apply to you while you are a patient at RWJ Hamilton.

SPECIAL SERVICES

Notary Public

The services of a notary are available for patients free of charge. For more information, call Patient Relations at ext. 6550 or 609.584.6550.

For the Hearing Impaired

Arrangements can be made for a sign language interpreter, if needed. Contact your nurse for assistance.

Interpreters

The hospital has access to interpreters for a number of foreign languages should a patient require one. For more information, contact your nurse for assistance.

Condition Reports

Any personal information about your diagnosis and treatment must come from your physician, and this information is only available to you and members of your immediate family whom you designate to receive it.

ATM

The cash machine is located in the vending area in the Emergency Department waiting room.

Central Scheduling

Central scheduling can provide you and your physician's office with a convenient and efficient way to schedule outpatient procedures. Call ext. 6400 or 609.584.6400.

ASSISTIVE SERVICES FOR OUR PATIENTS, GUESTS AND EMPLOYEES

RWJUHH offers assistive services to ensure that we are accessible to those who are deaf or hard of hearing, blind or physically challenged. The types of accommodations we offer are listed below:

Hearing Impaired

1. Types of Communications:

- A. Brief and relatively simple communications may generally be accomplished through written notes or pointing to items.
- B. Interpreters may be obtained for complicated, interactive communications, such as discussing symptoms, diagnosis and treatment options.
- C. The services of a qualified sign language interpreter will be used for group gatherings and community meetings including individuals identified with hearing needs.

2. Access to Services:

- A. Auxiliary aids: Assistive listening devices and telephone amplifiers may be obtained through the Helpdesk from the Information Services department.
- B. Telecommunication Device for the Deaf (TDD) access service may be obtained from the telephone switchboard operator.
- C. Outpatients and visitors in need of a telephone with amplification shall be directed to use the pay telephones near the ED.



D. Every attempt should be made to secure a qualified sign language interpreter to ensure effective communication. The American with Disabilities Act defines a qualified interpreter as one "who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary." To obtain a qualified sign language interpreter, contact the Patient Relations director, or the administrative coordinator/nursing directors in her absence. A list of interpreters is maintained by the NJ Department of Human Services, Division of Deaf and Hard of Hearing, 609.588.2648 or 800.792.8339. A list of sign language interpreters is available on the intranet. A qualified sign language interpreter shall be provided at the hospital's expense. When possible, sign language interpreters shall be scheduled two weeks in advance to ensure availability.

Vision Impaired

- 1. Inpatients with vision impairment will be noted as such in their medical record to alert all caregivers of the disability. The vision-impaired patient will be guided by his or her caregivers to receive services.
- 2. Outpatients and visitors will be directed to the handicapped entrances, in the Emergency Department or Outpatient building, where they will be personally escorted to the location they are seeking. If they have come into the building with an escort and that escort will remain with them, the hospital may not need to provide further assistance.
- 3. Patient information and educational materials will be read to the patient and/or audio recordings will be used.
- 4. Employees will be provided with a safe work environment, necessary equipment modifications to perform their duties and an escort, if needed to move around the building.

Physically Challenged

- 1. Inpatients will be provided with appropriate aid such as cane, crutches, walkers or wheelchairs, only after evaluation of their ability to safely use such aids. Assistance will be provided based on need.
- 2. Outpatients and visitors will be directed to the handicapped entrance where they will be provided aids as deemed necessary.
- 3. Prospective employees and existing employees will be provided a safe work area with accessibility. When indicated, the Division of Vocational Rehabilitation Services, New Jersey Department of Labor will be consulted.

PATIENT SAFETY AND SECURITY

RWI Hamilton is committed to providing a safe environment for our patients. Please help us achieve a safe environment by playing an active role in your care. Read this information and share it with your family.

Identification Bands

Your identification band is the safest way for our healthcare team to establish proper ID of all patients. The wrist identification band that you receive upon admission should not be removed during your stay. The ID band provides positive identification to all those who serve you and acts as a safeguard for your protection.

Please check that the information on the band is correct, and show this bracelet to the nurse or therapist each time you take a test, drug or procedure.

Allergy Identification

Inform your nurse of any allergies or reactions you have experienced in the past. You will

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and Employees Patient Safety and Security Patient Safety Speak Up

Our Commitment to

Notice of Privacy **Practices**

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance Policy and Plain Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination

Notice



be provided with a red wristband if you have known allergies to medications or products.

Surgical Procedures

If you're having surgery, procedures are in place to be sure your operation is performed on the correct site. As a double precaution, the procedure site will be marked in advance. When appropriate, your physician may order surgical infection prevention measures including: medications to prevent infection (antibiotics), clipping hair prior to surgery, and blood thinning medications and/or special stockings that promote circulation and prevent blood clots.

Alert your healthcare provider for any of the following:

- Redness or swelling at the incision site
- Increased or discolored drainage from the incision site
- Elevated temperature
- Chills

Discharge

When being discharged from the hospital, ask your doctor or health professional to thoroughly explain the treatment plan you will follow at home, your medications and your follow-up visit to the office if necessary. See additional information on page 32 of this guide under "Discharge Information."

OUR COMMITMENT TO PATIENT SAFETY

RWJ Hamilton is committed to providing a safe environment for our patients. To improve patient safety and reduce the potential for medical errors, the hospital has enhanced its information technology, specialized staff and systems built around safety.

Safe Patient Handling

RWJ Hamilton follows protocols to keep patients safe and prevent staff injuries. Special equipment may be used to help you turn from side to side in bed, change your position or transfer you from the bed to a chair or stretcher. Patients or their families have the right to refuse the use of patient handling equipment. If the use of equipment is declined, an alternate plan will be developed.

Patient safety is important to us!

If you have any concerns about patient safety, please:

- Speak with your caregiver.
- Ask to speak with the director on the unit.
- Call the Patient Safety Hotline at 609.584.5433.
- Call Patient Relations at 609.584.6550.

More information is available at www.rwjhamilton.org.

Information Technology

The hospital has invested in information technology and special computer systems that automate processes and reduce the likelihood of human error, especially in the process of prescribing and administering drugs. Our improvements include:

- Software programs that identify adverse drug interactions
- Automated medication administration records to reduce errors related to handwriting legibility
- State-of-the-art security system to safeguard our newborns
- Smart pharmacy system that identifies drug incompatibilities

Residence Inn® Marriott®

HAMILTON

TOWNEPLACE —— SUITES®——

MARRIOTT

Cranbury South Brunswick





Come experience all the comforts of home away from home at the Residence Inn Hamilton, an all-suite property that is perfect for business, groups, or long-term stays. Our spacious, brand new oversized suites offer a fully equipped kitchen and a large sitting area with a pull-out sofa so you can feel renewed and rejuvenated during your stay. You will feel right at home with our free hot breakfast buffet daily, evening RI Mix, flat-screen TVs and complimentary Wi-Fi throughout the hotel.

Whether you are here for one night or an extended stay, relax and unwind in a spacious studio, one or two bedroom suite. Our trendy suites offer separate sleeping and living areas, Smart HDTV in each room, and a fully equipped kitchen with full-sized refrigerator, microwave, two-burner cooktop, dishwasher and utensils. All suites are equipped with the Container Store's customized Elfa Closet system. Indulge in a delicious Morning Break extended continental breakfast each morning and take advantage of our 24-hour fitness center.





Pictures are not of actual hotel. Final designs and layouts may var

559 Route 130 North, Hamilton Twp., NJ 609.585.2111 | www.marriott.com/ttnrt Stephanie.kilroy2@marriott.com

2535 US 130 South, Cranbury, NJ 609.655.4005 | www.marriott.com/ttntc Melissa.rivera2@marriott.com







Law Office of

SCOTT D. BLOOM

855-992-6337 www.scottbloomlaw.com

Complimentary Consultations Delivered Directly to You

- Estate Planning
- Medicaid Planning
- Estate Administration and Probate
- Life Care Planning and Transition Services
- Wills
- Power of Attorney
- Living Wills and Health Care Directives
- Guardianship
- Trust Preparation (Special Needs, Revocable, Irrevocable)

Elder Law Services



Do you have a transition or discharge plan in place?

Call today about our life care planning and transition services!

Our team will help guide and navigate you and your family through the financial, legal and logistical aspects of the next stage in your life.

HAMILTON GASTROENTEROLOGY GROUP, P.C.

Gastroenterology and Liver Diseases • Diplomates American Board of Gastroenterology

"We provide professional and compassionate attention to all of our patients; combining excellent physician care with state-of-the-art equipment, technology and techniques."

- Colonoscopy for colorectal cancer screening and management of cancer and polyps
- Hemorrhoidal treatment with infrared coagulation (IRC) and banding
- Diagnostic and therapeutic upper endoscopy for ulcers, reflux diseases and swallowing disorders
- ERCP for pancreatic and gallbladder diseases, including endoscopic removal of gallstones
- Esophageal, biliary and colonic stenting
- Management of Crohn's and ulcerative colitis
- Management of all types of hepatitis and other liver diseases, including evaluation for liver transplant referrals
- Advanced procedures such as EUS, FNA, invasive therapeutic pancreatic/biliary procedures and endoscopic mucosal resection

Shariq Afridi, MD

Zafar Zamir, MD, FACG, AGAF

Shivaprasad Marulendra, MD

Zahid Baig, MD, FACP, FACG, AGAF

Imran Fayyaz, MD

Herve Boucard, MD

Punitha Shivaprasad, DO

The Yorkshire Professional Building • 1374 Whitehorse-Hamilton Square Road • Hamilton, NJ 08690

(609) 586-1319 • HAMILTONGI.COM



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







Assessments available 24 hours a day, 7 days a week

(800) 603-6767

HAMILTON

OUTPATIENT SATELLITE OFFICE
1544 Kuser Road
Bldg. C, Unit C-5
Center Office Park
Hamilton, NJ 08619

WESTAMPTON

INPATIENT AND OUTPATIENT 650 Rancocas Road Westampton, NJ 08060

CHERRY HILL

OUTPATIENT SATELLITE OFFICE 1001 Kings Hwy South Cherry Hill, NJ 08034

www.hamptonhospital.com



Our mission is to heal... to restore...to bring new direction and hope to patients' lives.

Hampton Behavioral Health Center offers the most advanced behavioral health, diagnostic and treatment services for adolescents, adults and older adults with mental health and substance abuse issues. Our multi-disciplinary approach and highly individualized care ensures quality care and healing for our patients.

Our Services Include:

- - Electro-Convulsive Therapy (ECT)
 - Military Treatment Programs
 - HEROES (Helping Emergency Responders
 - Overcome Extreme Stressors)
- MOSAIC (Motivating Our Seniors and Inspiring Change) Outpatient Program for Older Adults at Hamilton and Cherry Hill Satellite Offices
- MAP (Motivating Aspiring Planning) Program for Adolescents with Social Interaction and Communication Challenges at Westampton Main Campus

Losing weight's a lot harder than gaining it...



but very much worth the effort.



Learn how you can help stop diabetes by losing weight, eating healthy and staying active.

Visit checkupamerica.org or call 1-800-DIABETES.

• Pyxis system to automate the drug dispensing process and provide nurses with the correct drug and dose to patients

Activating Rapid Response Team

Be sure to discuss all concerns about your care with your nurse or caregiver. If a noticeable change occurs that is perceived as an emergency situation, request assistance:

- Dial 0 from any hospital phone.
- Tell the operator you need the Rapid Response Team.
- Give the operator your room number.

Processes and Procedures

Quality and safety processes and procedures have been built into our system to guard your safety and reduce human error. These include:

- Patient verification of the surgical site before a procedure
- Interdisciplinary rounds to coordinate patient care
- Special policies to identify patients with the same name
- Second nurse verification before administering high-risk drugs and blood
- Elimination of vest restraints and a commitment to limit restraints to clinically appropriate situations
- Fall prevention program to alert staff to patients who are at high-risk for falling
- Wander-Guard bracelet system to prevent confused patients from wandering off the unit

SPEAK UP

To prevent healthcare errors, patients are urged to Speak Up.

Everyone has a role in making healthcare safe—physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, also can play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

The Speak Up program, sponsored by The Joint Commission (TJC), urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers of Medicare and Medicaid Services.

This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their healthcare are more likely to have better outcomes.

SPEAK UP if you have questions or concerns, and if you don't understand, ask again. It's your body, and you have the right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other healthcare professional tells you.
- Don't be afraid to raise concerns about safety.
- Don't be afraid to alert your nurse or doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

PAY ATTENTION to the care you are receiving. Make sure you're getting the right

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and **Employees** Patient Safety and Security

Our Commitment to Patient Safety

Speak Up

Notice of Privacy Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance Policy and Plain

Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination Notice



treatments and medications by the right healthcare professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect healthcare workers to introduce themselves when they enter your room and look for their identification badges. For example, a new mother should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers have washed his or her hands. Handwashing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

EDUCATE YOURSELF about your diagnosis, medical tests and treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you so you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

ASK a trusted family member or friend to be your advocate.

- Your advocate can ask questions and recall answers that you may not think of while you are under stress.
- Ask this person to stay with you, even overnight, when you are hospitalized.
- You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatment.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly to what you are agreeing.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

KNOW what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications

before swallowing, and read the contents of bags of intravenous (IV) fluids.

- If you're not well enough to do this, ask your advocate to help you.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping properly (that it is too fast or too slow).
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

USE a hospital, clinic, surgery center or other type of healthcare organization that has been accredited for quality and has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, set by organizations such as TJC.

• Ask about the healthcare organization's experience in treating your type of illness. Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.

PARTICIPATE in all decisions about your treatment. You are the center of the healthcare team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last and how you should feel.
- Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations. Be prepared to share them with your healthcare team to complete your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

NOTICE OF PRIVACY PRACTICES

Who We Are

This Notice describes the privacy practices of Robert Wood Johnson University Hospital Hamilton, and the physicians, nurses, technologists, and other individuals that work at Robert Wood Johnson University Hospital Hamilton ("RWJ HAMILTON", "we" or "us"). This Notice also describes how authorized healthcare providers may use and disclose your health information electronically through Health Information Organizations.

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and **Employees**

Patient Safety and Security

Our Commitment to Patient Safety

Speak Up

Notice of Privacy Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance Policy and Plain Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination

Notice







Health Information Exchange/Health Information Organizations.

RWJ HAMILTON participates in health information organizations such as "Jersey Health Connect" and the Trenton Health Exchange. These are groups of healthcare facilities established to help patients and their authorized healthcare providers, treating the same patient, share—or exchange—relevant healthcare information. Only patients and caregivers who are authorized—including physicians, hospitals, labs, etc.—have secure, immediate, electronic access to your vital medical information. This helps your caregiver have access to needed medical information to provide you with the best care possible. We may disclose your medical information for treatment, payment and healthcare operations purposes as part of these health information organizations. You may opt out of these health information organizations as set forth below under "Your Rights." If you do not opt out, your medical information will be available through these networks to authorized, participating providers in accordance with this Notice and applicable law. If you do opt out, your medical information will continue to be used in accordance with this Notice and applicable law, but will not be made electronically available through these health information organizations.

Our Privacy Obligations:

We are required by law to maintain the privacy of medical and health information about you and to provide you with this Notice of our legal duties and privacy practices with respect to Protected Health Information. Protected Health Information generally includes individually identifiable information about your past, present, or future physical or mental health, the healthcare you have received, or payment for your healthcare. We are required to abide by the terms of this Notice (or other notice in effect at the time of the use or disclosure).

Uses and Disclosures without Your Authorization

- A. Use and/or Disclosure for Treatment, Payment and Healthcare Operations. Except with respect to uses or disclosures that generally require an authorization (e.g., certain types of marketing, certain psychotherapy notes, etc.), we may use and/or disclose Protected Health Information without your authorization for certain treatment provided to you, for certain payment purposes, and for certain healthcare operations as detailed below.
 - 1. For treatment purposes. We will use your Protected Health Information to provide you with healthcare, and we will disclose your Protected Health Information to personnel within our facility who provide you with healthcare services or are involved in your care. For example, if you're being treated for a knee injury, we may disclose your Protected Health Information to an X-ray technologist in order to coordinate your care. We also may disclose your Protected Health Information for laboratory and pharmacy-related services, and to personnel of another healthcare facility to which you may be transferred.
 - 2. To obtain payments for treatment and services. We may use and disclose your Protected Health Information to personnel within our facility in order to bill and collect payment for the treatment and services we provide to you. For example, we may provide portions of your Protected Health Information to our billing department in order to get paid for the healthcare services we provide to you. If applicable, we also may disclose your Protected Health Information to a health insurance company if you have an agreement with the insurance company that would authorize us to disclose it. Federal or state law may require us to obtain a written authorization from you prior to disclosing certain specially Protected Health Information for payment purposes, and we will ask you to sign an authorization when necessary.

- **3. For healthcare operations.** We may use and disclose your Protected Health Information within our facility in order to perform support functions necessary for the operation of RWJ HAMILTON. This includes, but is not limited to, quality improvement, case management, receiving and responding to patient comments and complaints, physician reviews, compliance programs and audits. For example, we may use your Protected Health Information in order to evaluate the quality of healthcare services you received or to evaluate the performance of the healthcare professionals who provided healthcare services to you.
- **4. Using your Protected Health Information to contact you.** We may access your Protected Health Information in order to contact you to provide appointment reminders, or information about treatment alternatives or other health-related benefits and services that may be of interest to you. Information about you also may be accessed, in a limited manner, in order to contact you to help us raise funds (see section D below for further details).
- **B.** Use or Disclosure for Directory of Patients in RWJ HAMILTON. Unless you disagree or object, we may include your name, location in RWJ HAMILTON, and/ or general health condition and religious affiliation in a patient directory. Information in the directory may be disclosed to anyone who asks for you by name or members of the clergy (provided, however, that religious affiliation will only be disclosed to members of the clergy).
- C. Disclosure to Family, Friends or Others. We may provide your Protected Health Information to a family member, friend, or any other person you indicate that is either involved in your care or the payment for your healthcare, unless you object in whole or in part. If your opportunity to agree or object cannot practicably be provided because of an emergency situation, we may disclose your Protected Health Information to such a person (but only to the extent that the Protected Health Information is directly relevant to that person's involvement with your healthcare) if we determine that the disclosure is in your best interests.
- **D. Fundraising Communications.** We may contact you to request a tax-deductible contribution to support important activities of RWJ HAMILTON. In connection with any fundraising, we may disclose to our fundraising staff demographic information about you (e.g., your name, address and phone number) and/or dates of healthcare that we provided to you. If you wish to make a tax-deductible contribution now, or do not want to receive any fundraising requests in the future, you may write to the privacy officer (identified below).
- E. Public Health Activities. We may disclose Protected Health Information for the following public health activities and purposes: (1) to report health information to public health authorities for the purpose of preventing or controlling disease, injury or disability; (2) to report child abuse and neglect to public health authorities or other government authorities authorized by law to receive such reports; (3) to report information about products under the jurisdiction of the U.S. Food and Drug Administration; (4) to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition; and (5) to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance.
- **F. Health Oversight Activities.** We may disclose Protected Health Information to a health oversight agency that oversees the healthcare system and ensures compliance with the rules of government health programs such as Medicare or Medicaid.
- **G.** Judicial and Administrative Proceedings. We may disclose Protected Health Information in the course of a judicial or administrative proceeding in response to a legal order or other lawful process.

Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and **Employees** Patient Safety and Security Our Commitment to Patient Safety Speak Up Notice of Privacy **Practices** Advance Directives Consents Critical Decisions **Ethical Conflicts** Palliative Care Hospice Care Organ/Tissue Donation RJW Health Connect Domestic Violence Discharge Information Financial Assistance Policy and Plain Language Summary Financial Information Medicare Information Satisfaction Surveys Nondiscrimination Notice

About RWJ Hamilton







- **H.** Law Enforcement Officials. We may disclose Protected Health Information to the police or other law enforcement officials as required by law or in compliance with a court order.
- *I. Coroners, Medical Examiners and Funeral Directors.* We may disclose Protected Health Information to a coroner or medical examiner as authorized by law. Such disclosures may be necessary to identify a deceased person or determine cause of death. We also may release Protected Health Information about patients to funeral directors as necessary for them to carry out their duties.
- J. Organ and Tissue Procurement. We may disclose Protected Health Information to organizations that facilitate organ, eye or tissue procurement, banking or transplantation.
- **K. Research.** We may use or disclose Protected Health Information without your consent or authorization if our Institutional Review Board approves a waiver of authorization for disclosure
- *L. Health or Safety.* We may use or disclose Protected Health Information to prevent or lessen a serious and imminent threat to a person's or the public's health or safety.
- *M. Specialized Government Functions.* We may use and disclose Protected Health Information to units of the government with special functions, such as the U.S. military or the U.S. Department of State under certain circumstances.
- **N. Workers' Compensation.** We may disclose Protected Health Information as authorized by and to the extent necessary to comply with laws relating to workers' compensation or other similar programs.
- **O. Inmates.** If you are an inmate of a correctional institution or under custody of law enforcement, we may (under certain specific circumstances) release health information about you to the correctional facility or law enforcement official.

Uses and Disclosures with Your Authorization:

- **A.** Use or Disclosure with Your Authorization. Except as indicated in Section III above, we may use or disclose Protected Health Information only when: (1) you give us your authorization on our authorization form; or (2) such use or disclosure is consistent with the consent you signed upon admission. Further, you may revoke your authorization, except to the extent that we have taken action in reliance upon it, by delivering a written revocation statement to the privacy officer identified below.
- **B. Genetic Information.** Except in certain cases (such as a paternity test for a court proceeding, anonymous research, newborn screening requirements, or pursuant to a court order), we will obtain your authorization prior to obtaining or retaining your genetic information (for example, your DNA sample). We may use or disclose your genetic information for any reason only when your authorization expressly refers to your genetic information or when disclosure is permitted under New Jersey law (including, for example, when disclosure is necessary for the purposes of a criminal investigation, to determine paternity, newborn screening, identifying your body or as otherwise authorized by a court order).
- C. AIDS- or HIV-Related Information. If Protected Health Information contains AIDS-or HIV- related information, that information is confidential and shall not be disclosed without your authorization, except as follows. Such information may be released without your authorization to medical personnel directly involved in your medical treatment. If you are deemed to lack decision-making capacity, we may release such information (only if necessary and unless you request otherwise) to the person responsible for making healthcare decisions on your behalf (spouse, primary caretaking partner, an appropriate family member, etc.). Under certain circumstances, such information also may be released without your authorization for scientific research,

certain audit and management functions, and as may otherwise be allowed or required by law or court order.

- **D.** Alcohol or Drug Abuse Programs. If Protected Health Information contains information related to treatment provided in one of our alcohol or drug abuse programs, that information is confidential and shall not be disclosed without your authorization, except as follows: Under certain circumstances, such information may be released without Your Authorization: (1) for internal communications; (2) if there is no patient-identifying information; (3) for medical emergencies; (4) in order to report and/or investigate crimes committed at the Program or against its personnel; and (5) as may otherwise be allowed or required by law or court order.
- **E. Marketing Communications.** We will obtain your authorization for the use or disclosure of your Protected Health Information for marketing purposes. However, this does not apply to communications that are made: (1) face-to-face by our staff to you; (2) to describe a health-related product or service that is offered by us; (3) for your treatment; or (4) for your care management or to direct or recommend alternative treatments, healthcare providers, etc.

Your Rights

- A. For Further Information, Complaints. If you desire further information about your privacy rights, are concerned that we have violated your privacy rights, or disagree with a decision that we made about access to Protected Health Information, you may contact our privacy officer. You also may file written complaints with the director, Office of Civil Rights of the U.S. Department of Health and Human Services. Upon request, the privacy officer will provide you with the correct address for the director. We will not retaliate against you if you file a complaint with the director or us.
- B. Right to Request Additional Restrictions. You may request restrictions on our use and disclosure of Protected Health Information: (1) for treatment, payment and healthcare operations; (2) to individuals (such as a family member, other relative, close personal friend or any other person identified by you) involved with your care or with payment related to your care; or (3) to notify or assist in the notification of such individuals regarding your location and general condition. While we will consider all requests for additional restrictions carefully, we are not required to agree to a requested restriction. If you choose to pay in full out of pocket, and request that information, that would normally be submitted to obtain payment, not be shared with your healthcare plan, such requests will be honored. If you wish to request additional restrictions, please obtain a request form from, and submit the completed form to, our privacy officer. We will send you a written response.
- C. Right to Opt Out of Jersey Health Connect. With regard to Jersey Health Connect only, if you do not wish to allow otherwise authorized doctors, nurses and other clinicians involved in your care to electronically access and share your medical information with one another through Jersey Health Connect, you must complete, sign and submit the Jersey Health Connect Opt-Out form to us, or mail it in as instructed on that form. Any opt out selection that you make will be honored. The Jersey Health Connect opt-out form can be obtained from RWJ HAMILTON directly. If you opt out of Jersey Health Connect, this will prevent your medical information from being shared electronically through the Jersey Health Connect network; however, it will not impact how your information is otherwise typically accessed and released in accordance with this Notice and applicable law.

Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and **Employees** Patient Safety and Security Our Commitment to Patient Safety Speak Up Notice of Privacy Practices Advance Directives Consents Critical Decisions **Ethical Conflicts** Palliative Care Hospice Care Organ/Tissue Donation RJW Health Connect Domestic Violence Discharge Information Financial Assistance Policy and Plain Language Summary Financial Information Medicare Information Satisfaction Surveys Nondiscrimination Notice

About RWJ Hamilton







- **D. Right to Receive Confidential Communications.** You may request, and we will accommodate, any reasonable written request for you to receive confidential communications of Protected Health Information by alternative means or at alternative locations.
- E. Right to Inspect and Copy Your Health Information. You have a limited right to inspect and copy the Protected Health Information contained in your medical and billing records and in any other hospital records used by us to make healthcare decisions about you. Under limited circumstances, we may deny your request to access (in whole or in part). If we do deny your request, we will send you a response in writing, our reasons for the denial, and explain your right to have the denial reviewed. In order to inspect or copy your health information, you must submit your request in writing to the Medical Records Department. If you request a copy of your health information, we may charge you certain fees as allowed by New Jersey and federal regulations.
- F. Right to Amend Your Records. You have the right to request that we amend Protected Health Information maintained in your medical record file or billing records. If you desire to amend your records, please obtain an amendment request form from, and submit the completed form to, our privacy officer We will comply with your request unless we believe that the information that would be amended is accurate and complete or other special circumstances apply.
- **G. Right to Receive an Accounting of Disclosures.** You have the right to receive an accounting of disclosures of Protected Health Information made by us to individuals or entities during the six years prior to the date on which the accounting is requested, except for disclosures:
 - made for the purposes of treatment, payment, and healthcare operations as provided above;
 - made to you;
 - which were incidental to a use or disclosure otherwise permitted or required by applicable law;
 - made pursuant to a written authorization obtained from you;
 - made for the RWJ HAMILTON directory or to persons involved in your care or for certain other notification purposes;
 - made for national security or intelligence purposes as provided by law;
 - made to correctional institutions or law enforcement officials as provided by law; or
 - that occurred prior to April 14, 2003.

To request an accounting of disclosures of your health information, you must submit your request in writing to the privacy officer. Your request must state a specific time period for the accounting, which must be less than six years from the date of your request. The first accounting requested in any 12-month period is free. For each subsequent request for an accounting within the same 12-month period, we may charge the cost of providing the list (in such event, however, we will notify you of the costs involved, and you may choose to withdraw or modify your request at the time before any costs are incurred).

- *H. Right to Notification of Security Breach.* In the event that there is a security breach of your Protected Health Information, you have the right to be notified by the hospital.
- *I. Right to Get a Paper Copy of This Notice.* If you agree, we may choose to provide you with this Notice by email. However, even if you so agree, you still have the right, upon request, to obtain a paper copy of this Notice.

Effective Date and Duration of This Notice

- A. Effective Date. This Notice is effective on July 14, 2015.
- **B. Right to Change Terms of this Notice.** We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all Protected Health Information that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in waiting areas around RWJ HAMILTON. You also may obtain any new notice by contacting the privacy officer.

Privacy Officer

You may contact the privacy officer at: Privacy Officer Robert Wood Johnson University Hospital Hamilton One Hamilton Health Place Hamilton, NJ 08690 Telephone Number: 609.584.6401

NEW JERSEY DEPARTMENT OF HEALTH ADVANCE DIRECTIVES

Your Right to Make Healthcare Decisions in New Jersey

This information explains your rights to make decisions about your healthcare under New Jersey law. It also tells you how to plan ahead for your healthcare if you become unable to make decisions for yourself because of an illness or accident. It contains a general statement of your rights and some common questions and answers.

Your Basic Rights

You have the right to receive a clear explanation from your doctor of your complete medical condition, expected results and medical alternatives. You have the right to accept or refuse any procedure or treatment used to diagnose or treat your physical or mental condition, including life-sustaining treatment. You also have the right to control decisions about your healthcare in the event you become unable to make your own decisions in the future by completing an advance directive.

What Happens if I'm Unable to Decide About My Healthcare?

If you become unable to make treatment decisions, due to an illness or an accident, those caring for you will need to know about your values and wishes in making decisions on your behalf. That's why it's important to write an advance directive.

What is an Advance Directive?

An advance directive is a document that allows you to direct who will make healthcare decisions for you and to state your wishes for medical treatment if you become unable to decide for yourself in the future. Your advance directive may be used to accept or refuse any procedure or treatment, including life-sustaining treatment.

What Types of Advance Directives Can You Use?

There are three kinds of advance directives that you can use to say what you want and who you want your doctors to listen to:

- Proxy Directive (also called durable power of attorney for healthcare) lets you name a healthcare representative, such as a family member or friend, to make healthcare decisions on your behalf.
- Instructive Directive (also called a living will) lets you state what kind of medical treatments you would accept or reject in certain situations.

About RWJ Hamilton

Your Healthcare Team

Admissions and Accommodations

Valuables

Telephone Directory

Food and Nutrition

Services

Pastoral Care

Visitor Information

Infection Prevention

Pain Management

Patient Communication

Patient Education

Patient Responsibilities

Patient Rights

Special Services

Assistive Services for Our Patients, Guests and

Employees

Patient Safety and

Security

Our Commitment to Patient Safety

Speak Up

Notice of Privacy Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care

Organ/Tissue Donation

RJW Health Connect

Domestic Violence

Discharge Information

Financial Assistance

Policy and Plain

Language Summary

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination Notice • Combined Directive – lets you do both. It lets you name a healthcare representative and tells that person your treatment wishes.

Who Can Fill Out These Forms?

You can fill out an advance directive in New Jersey if you are 18 years or older and you are able to make your own decisions. You do not need a lawyer to fill it out.

Who Should I Talk to About Advance Directives?

You should talk to your doctor and give a copy to him or her. You also should give a copy to your healthcare representative, family member(s) or others close to you. Bring a copy with you when you receive care from a hospital, nursing home or other healthcare agency. Your advance directive becomes part of your medical records.

What if I Don't Have an Advance Directive?

If you become unable to make treatment decisions and you do not have an advance directive, your close family members will talk to your doctor and, in most cases, make decisions on your behalf. (However, if your family members, doctor or other caregivers disagree about your medical care, it may be necessary for a court to appoint someone as your legal decision-maker on your behalf). That's why it's important to put your wishes in writing; to make it clear who would decide for you and to help your family and doctor know what you want.

Will My Advance Directive be Followed?

Yes. Everyone responsible for your care must respect the wishes you have stated in your advance directive. However, if your doctor, nurse or other professional has a sincere objection to respecting your wishes to refuse life-sustaining treatment, he or she may have your care transferred to another professional who will carry them out.

What if I Change My Mind?

You can change or revoke any of these documents at a later time.

Will I Still be Treated if I Don't Fill Out an Advance Directive?

Yes. You don't have to fill out any forms if you don't want to and you still will get medical treatment. Your insurance company also cannot deny coverage based on whether you have an advance directive.

What Other Information and Resources Are Available?

Your doctor or a member of our staff can provide you with more information about our policies on advance directives. You also may ask for written information, materials and help. If there is a question or disagreement about your healthcare wishes, we have an Ethics Committee or other individuals who can help.

How Can We Help?

It is impossible to predict all the critical decision-making situations that can arise in a hospital setting. The important thing is to know what resources are available and how to approach the decision-making process.

CONSENTS

When you were admitted, you signed a consent form granting RWJ Hamilton permission to perform routine care. We are required to make sure you fully understand what we plan for your care and the degree to which our actions may help you achieve a positive outcome. Each time we perform treatment, such as surgery, an additional consent form must be signed to ensure that you fully understand all the risks and benefits associated with the procedure. If you are too ill to sign, we will ask the appropriate next of kin to sign. Of course, in an extreme emergency, in order to protect you and provide the best possible care, we may have to proceed without permission. We want you to be confident

about your care. Please feel free to ask questions; we're happy to take the time to explain.

CRITICAL DECISIONS

Here are some critical decisions you may have to face in the hospital setting:

Surgery or Other Major Procedures - You should ask your doctor about the pros and cons of any treatment, and seek advice from others. You must decide whether the benefit of the treatment outweighs the risks.

Resuscitation Orders/Allow Natural Death - This decision is an especially difficult one, usually made when the quality of life has been so severely diminished that aggressive rescue methods are no longer in a patient's best interests. An allow natural death (AND) order directs that no attempts be made to restart the heart and lungs if they stop functioning. This means no resuscitation (CPR) and no mechanical respirator (life-support). An AND order must be written by the physician after consulting with the patient or his or her healthcare representative.

Withdrawal of Life-Sustaining Therapy – Mentally competent patients (or the legal surrogate of mentally incapacitated patients) can decide to terminate use of the respirator, feeding tubes, dialysis or any other kind of treatment necessary to keep patients alive. Such decisions should be carefully discussed with the physician so all the implications of terminating treatment are understood.

Religious Issues – A patient's religion can impact a variety of medical decisions, from whether to receive blood transfusions to what determines the moment of death. You should talk to your doctor about your religious beliefs and determine if there is any conflict between hospital policy and your needs.

ETHICAL CONFLICTS

RWJ Hamilton's policy is to respect and support the spiritual beliefs and cultural practices of patients that do not harm others or interfere with the planned course of medical therapy. If situations arise in which you or your family would like a forum for resolution of ethical conflicts related to your care, notify your physician or nurse that you would like to consult the hospital's Ethics Committee.

PALLIATIVE CARE

Palliative care is specialized medical care for people with serious illnesses that focuses on relieving pain and suffering. Palliative care uses a team approach to address the needs of patients and their families, ensuring comfort and relief of symptoms with the goal of improving the quality of life. Palliative care is appropriate for anyone diagnosed with a chronic, progressive or serious illness. This includes, but is not limited to, heart, kidney, liver or respiratory disease, cancer, stroke or a neurological disorder.

Palliative care is not the same as hospice. Hospice is designed to provide care for those approaching the final stage of life and focuses on relieving the symptoms and supporting patients with a life expectancy of less than six months. Palliative care allows the freedom to continue to receive potentially curative treatment where appropriate while focusing on relieving the symptoms that may accompany the disease progression and/or treatments received.

The palliative care team will work with your primary care physician to provide you with the best care. Questions about the palliative care program can be directed to your nurse or physician.

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and **Employees** Patient Safety and Security Our Commitment to Patient Safety Speak Up Notice of Privacy Practices Advance Directives Consents Critical Decisions **Ethical Conflicts** Palliative Care Organ/Tissue Donation RJW Health Connect Domestic Violence Financial Assistance Language Summary

Hospice Care

Discharge Information

Policy and Plain

Financial Information

Medicare Information

Satisfaction Surveys

Nondiscrimination Notice

HOSPICE CARE

RWJ Hamilton is contracted with VNA (Visiting Nurse Association) of Central Jersey to provide hospice services. VNA of Central Jersey has a long history as a hospice provider and is known for the excellence of their care and patient and family satisfaction. Specially trained staff will work with RWJ Hamilton staff to plan and provide end-of-life care with a focus on comfort, compassion, dignity and respect.

VNA of Central Jersey also offers many other options for our patients after discharge, including heart failure follow-up, home care, in-home hospice and palliative care. For questions about hospice care, call Patient Management at 609.584.6595 or ext. 6595 in the hospital.

ORGAN AND TISSUE DONATION

The choice of donating your body, organs or tissues is yours. Fill out an organ donor card and carry it with your driver's license. Also be sure to discuss your wishes with your family and physician. The family of the deceased always is asked for their permission before organs and tissues are used.

Without advance knowledge of the patient's wishes, such difficult decisions must be made in a very short period of time. The hospital works collaboratively with New Jersey Sharing Network to give patients and families the opportunity to donate tissue, eyes and organs after death. This is done in accordance with the New Jersey Uniform Anatomical Gift Act and Medicare regulations.

Your options related to donation can be discussed with your physician or with New Jersey Sharing Network at 800.541.0075.

RWJ HEALTH CONNECT

How is my medical information secured?

Protecting patient privacy is a top priority for RWJ and 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.

What is RWJ Health Connect?

RWJ Health Connect is an online service provided by The Robert Wood Johnson Health System through a partnership with Jersey Health Connect. RWJ Health Connect is a free service that makes getting in touch with your doctor easier than ever, and care more efficient. Patients who enroll in RWJ Health Connect can:

- Send a brief note to their doctors
- Request/cancel appointments
- Request a lab/test result
- Request medication refills
- Request a referral
- Contact their doctor's office

Chances are a host of providers have a role in your healthcare—from your doctors and specialists, to nurses and hospitals, to laboratories and pharmacies. These providers now are changing their paper records to electronic records. This will improve care by making secure medical information easier to access among the different providers who take care of your medical needs. The information shared can include illnesses, test results, treatments and medications.

RWJ Health Connect is your bridge between you and your many healthcare providers.

DOMESTIC VIOLENCE

If you or someone you know is involved in a violent or abusive relationship, help is available. Violence and abuse between intimate partners can range from physical violence, verbal abuse, psychological intimidation and financial control. Help is available while you are in the hospital by contacting our Patient Management department at ext. 6590 or 609.584.6590.

The hospital supports the services of Womanspace, Inc. Womanspace services are confidential and available 24 hours a day, seven days a week by calling 800.572.SAFE or 609.394.9000.

The Patient Management department also can answer questions and offer community referrals related to child or elder abuse/neglect and abuse or neglect of the disabled.

Crisis Intervention

For help with a mental health crisis, including depression, suicidal thoughts or comments, threats of harm to self or others, and drug/alcohol abuse, call these services:

• Crisis Hotline: 609.896.2120 or 609.896.4434

• Suicide Hotline: 609.585.2244

DISCHARGE INFORMATION

Your Discharge

Your doctor will decide when you are well enough to go home. He or she will provide a written order that you may leave, then advise the nursing staff. Please make sure a responsible person is available to take you home in a timely manner. When you are ready to depart, a patient account representative, at ext. 6760, can answer any questions you may have regarding your bill.

Personal Belongings

Collect all of your belongings and double-check closets and drawers. If you have any valuables stored in the hospital safe, call the security office at ext. 6970 or 609.584.6970, and an officer will bring your belongings to you.

Discharge Instructions

Your doctor and your nurse will give you written instructions about post-hospital care. If you have questions about your diet, activities or other matters, or are not comfortable with your discharge instructions, please be sure to ask at this time.

Patient Transportation

When you are ready to leave, a member of the hospital staff will escort you to the front entrance and help you into the car.

Patient Management (Discharge Planning)

The patient management department is available to support you and your family regarding hospitalization, nursing home care, convalescence and referrals to other medical agencies after discharge. The patient management staff (called patient care coordinators) will consult with you and your physician, and help arrange for a visiting nurse and any other home care needs you may have after discharge. One of RWJ Hamilton's social workers will assist you with any social service need you have and help you arrange for transition to a continuing care facility if necessary. For further information, call ext. 6590 or 609.584.6590.

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and **Employees** Patient Safety and Security Our Commitment to Patient Safety Speak Up

> Notice of Privacy Practices

Advance Directives

Consents

Critical Decisions

Ethical Conflicts

Palliative Care

Hospice Care
Organ/Tissue Donation
RJW Health Connect
Domestic Violence
Discharge Information

Financial Assistance Policy and Plain Language Summary Financial Information Medicare Information Satisfaction Surveys Nondiscrimination Notice

Post-Hospital Care

When your doctor determines that you no longer need all the specialized services provided in a hospital, but you still require medical care, he or she may discharge you to a skilled nursing facility or home care.

The discharge planner at the hospital will help arrange for the services you may need after your discharge. Medicare and supplemental insurance polices have limited coverage for skilled nursing facility care and home healthcare. Therefore, you should find out which services will not be covered and how payment will be made. Consult with your doctor, the hospital's discharge planner, the hospital's patient representative and your family in making preparations for care after you leave the hospital. Please don't hesitate to ask questions.

FINANCIAL ASSISTANCE POLICY AND PLAIN LANGUAGE SUMMARY

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

Eligible Services – Emergency or other medically necessary healthcare services provided by RWJUHH and billed by RWJUHH. The FAP only applies to services billed by RWJUHH. Other services 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 RWJUHH.

How to Apply – FAP and related application forms may be obtained/completed/submitted as follows:

- At RWJUHH Hospital Campus: Central Registration Department located in Building
 5, Emergency Department Registration Area, and Cancer Institute of NJ
- At RWJUHH Off-site Locations: RWJ Fitness and Wellness Center Rehab Department, New Jersey Athletic Club Rehab Department, Ewing Rehab Department, and Columbus Satellite Office
- Request documents be mailed to you by calling RWJUHH's financial counselor at 609.249.7524 or 609.249.7525
- Request documents by visiting in person: RWJUHH Central Registration Department, One Hamilton Health Place, Hamilton, NJ 08690, Monday through Friday 6 a.m. to 7 p.m., or Saturday 7 a.m. to 12:30 p.m.
- Download the documents from the RWJUHH website: www.rwjhamilton.org/financialassistance.aspx
- Mail completed applications or deliver in person, with all documentation/ information specified in the application instructions, to: Robert Wood Johnson University Hospital Hamilton, Patient Access Services Department, Financial Counselor, One Hamilton Health Place, Hamilton, NJ 08690

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 300 percent of the federal government's federal poverty level (FPL). 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:

- Family Income at 0 to 200 percent of FPL Full Financial Assistance; \$0 is billable to the patient.
- Family Income at 201 to 500 percent of FPL Partial Financial Assistance; AGB is maximum billable to the patient.

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. RWJUHH's Patient Financial Services Department reviews submitted applications that are complete, and determines financial assistance eligibility in accordance with the RWJUHH FAP. Incomplete applications are not considered, but applicants are notified and given an opportunity to furnish the missing documentation/information.

RWJUHH 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 RWJUHH represents 5 percent or 1,000; whichever is less; of the population of individuals likely to be affected or encountered by RWJUHH. Translated versions available, upon request, in person at the addresses above and on the RWJUHH website.

• For help, assistance or questions, please call RWJUHH's financial counselor at 609.249.7524 or 609.249.7525 Monday through Friday from 8:30 a.m. to 4 p.m.

FINANCIAL INFORMATION

The costs for your hospital stay will be billed to you after you are discharged. You also may request screening for eligibility for medical assistance, charity care or reduced-charge services as outlined in this section.

RWJ Hamilton accepts assignment of benefits for Medicare, Medicaid and most major HMO and commercial insurance plans for inpatient services. However, the primary financial responsibility for payment of your hospital bill lies with you, the patient or your guarantor. Patient responsibility items that can be determined prior to admission, such as deductibles and coinsurance, will be collected prior to admission (or prior to discharge for emergency admissions). Charges for services not covered by insurance will be estimated and collected as a deposit prior to admission or during your stay in the hospital. Any duplicate or excess payments will be promptly refunded to the appropriate party.

If payment is not received from your insurance company within 60 days after we submit your initial bill, the unpaid balance will become your full responsibility. Accounts uncollected at 120 days are submitted to an outside collection agency and/ or our attorneys for collection. Our patient account representatives in the billing and collection departments will assist you in arranging a financial settlement of your account. However, it is imperative that you remain in contact with us until your account is settled. To contact a patient account representative, call 609.584.5120.

How to Apply for Charity Care

A charity care specialist is available to meet with you Monday through Friday 8 a.m. to 3 p.m. You may be seen as a walk-in during those hours, or you can call 609.249.7524 to schedule an appointment.

Notice of Availability of Charity Care or Reduced-Charge Services

State regulations require hospitals to determine the eligibility for charity care of patients who are unable to pay for care.

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and **Employees** Patient Safety and Security Our Commitment to Patient Safety Speak Up Notice of Privacy **Practices** Advance Directives Consents Critical Decisions **Ethical Conflicts** Palliative Care Hospice Care Organ/Tissue Donation RJW Health Connect Domestic Violence Discharge Information Financial Assistance Policy and Plain Language Summary Financial Information Medicare Information

Satisfaction Surveys

Nondiscrimination

Notice



Notice of Eligibility for Charity Care

After a complete application for charity care is filed with RWJ Hamilton, we will give you written determination of eligibility (approval or denial) within 10 working days. The notice will contain the eligibility category (approval for total charity care; approval for reduced-charge charity care; or denial of charity care, with the reasons for denial); the date on which eligible services were or will be provided to the applicant; and the length of time the hospital will provide charity care based on this determination. If a request for charity care is denied, the applicant may reapply at a future time when changed financial circumstances may qualify the applicant for approval of charity care.

Types of Services Covered by Charity Care

Availability of charity care and reduced-charge charity care is restricted to medically necessary services ordered by a licensed physician on the staff of RWJ Hamilton.

Additional Billing Services

Physicians and other practitioners who participate in your care, including, but not limited to, your admitting physician, surgeons, consultants, anesthesiologists/ CRNAs, cardiologists, Cancer Institute of New Jersey Hamilton physicians, ED physicians/nurse practitioners/physician assistants, house physicians, Family Health Center physicians, neonatologists, pediatricians, oncologists, pathologists, radiologists and surgical assistants, may not be hospital employees. They may be independent contractors.

In addition to the bill from the hospital, you may receive a bill from the independent contractors/private practitioners listed above and from ambulance services.

For your convenience, RWJ Hamilton now has online bill pay. It's as easy as 1-2-3-4.

- 1. Go to rwjhamilton.org.
- 2. Select "Pay A Bill" button.
- 3. Enter your name and account number.
- 4. Set up your payment.

MEDICARE INFORMATION

As a patient, you have the right to:

- Receive Medicare-covered services. This includes medically necessary hospital services and services you may need after you are discharged, if ordered by your doctor. You have a right to know about these services, who will pay for them and where you can get them.
- Be involved in any decisions about your hospital stay, and know who will pay for it.

Report any concerns you have about the quality of care you receive to the Quality Improvement Organization (QIO): Healthcare Quality Strategies, Inc. by calling 800.624.4557 or TTY 877.486.2048.

Your Medicare Discharge Rights

Planning for your discharge: During your hospital stay, the hospital staff will be working with you to prepare for safe discharge and arrange for services you may need after you leave the hospital. When you no longer need inpatient hospital care, your doctor or the hospital staff will inform you of your planned discharge date.

If you think you are being discharged too soon:

Talk to the hospital staff, your doctor and your managed care plan (if you belong to one) about your concerns.

You also have a right to an appeal, that is, a review of your case by a Quality Improvement Organization (QIO). The QIO is an outside reviewer hired by Medicare to look at your case to decide whether you are ready to leave the hospital.

If you want to appeal, you must contact the QIO no later than your planned discharge date and before you leave the hospital.

If you do this, you will not have to pay for the services you receive during the appeal (except for charges like co-pays and deductibles).

If you do not appeal, but decide to stay in the hospital past your planned discharge date, you may have to pay for any services you receive after that date.

To speak with someone at the hospital about this notice, call Patient Relations at 609.584.6550 or Patient Management at 609.584.6590.

SATISFACTION SURVEYS

Shortly after discharge, you may receive a survey from our patient satisfaction partner, Press Ganey. You will be asked a series of questions about your experience at RWJ Hamilton. Your feedback is very important to us as we use it in an ongoing effort to improve services.

Although your feedback is invaluable to us and we encourage you to respond to the survey, please do not wait until then to address any concerns or issues. Call our patient relations director at ext. 6550 or 609.584.6550 for assistance.

NONDISCRIMINATION NOTICE

Robert Wood Johnson University Hospital Hamilton 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 Hamilton 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 Hamilton 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 Relations Director at 609.584.6550.

If you believe that Robert Wood Johnson University Hospital Hamilton 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 also can 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 Ave., 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.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-465-9474.

About RWJ Hamilton Your Healthcare Team Admissions and Accommodations Valuables Telephone Directory Food and Nutrition Services Pastoral Care Visitor Information Infection Prevention Pain Management Patient Communication Patient Education Patient Responsibilities Patient Rights Special Services Assistive Services for Our Patients, Guests and **Employees** Patient Safety and Security Our Commitment to Patient Safety Speak Up Notice of Privacy **Practices** Advance Directives Consents Critical Decisions **Ethical Conflicts** Palliative Care Hospice Care

Organ/Tissue Donation RJW Health Connect

Domestic Violence

. . . .

Discharge Information

Financial Assistance Policy and Plain Language Summary

Financial Information

Medicare Information Satisfaction Surveys

Nondiscrimination Notice

Chinese

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-844-465-9474

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-465-9474 번으로 전화해 주십시오

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-465-9474.

Gujarati

સુયના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. 1-844-465-9474 પર કૉલ કરો

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-465-9474.

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-465-9474.

Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

اتصل بالرقم 9474-465-1844-1

Tagalog - Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-465-9414.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-465-9414.

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-465-9474.

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं, तो मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-465-9474 को कॉल करें

Vietnamese

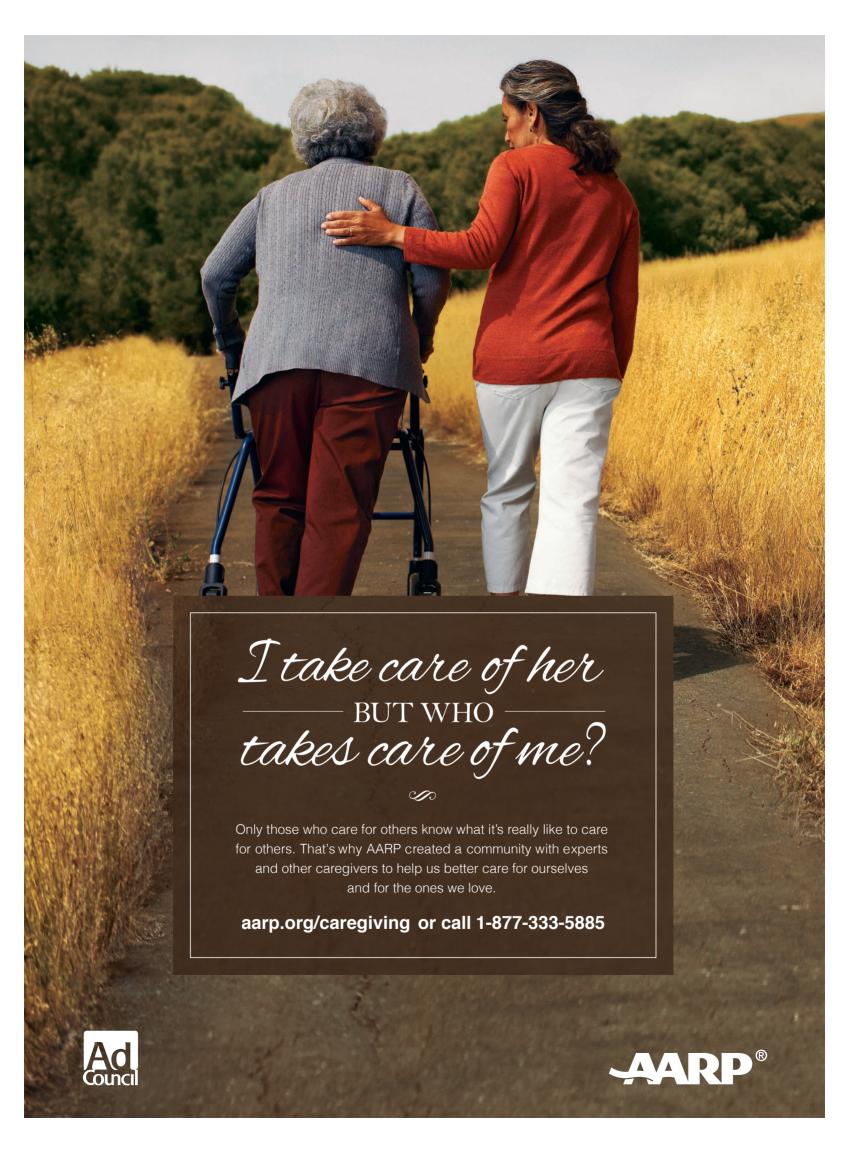
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho ban. Goi số 1-844-465-9474.

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-465-9474

Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں 9474-465-446۔





Wael Elkholy, MD | Prajakta Avhad, MD | Marianne Bayongan, PT

(732) 444-8888 | www.njnopain.com



PAIN FREE LIFE

- Board Certified & Fellowship Trained
- More than 25 years of experience
- Acupuncture and EMGs
- Laser Spine Surgery

Physical Therapy In-House

Edison - 1907 Oak Tree Rd, Suite 102 Hamilton - 1255 Whitehorse Mercerville Rd, Suite 510 North Brunswick - 2186 Route 27, Suite 1B

Most Insurances Accepted, Workers Comp, Auto Accident

Thrive at home!

Mercer Home Health Care provides professional home-based care, education, and supportive services in Mercer County, New Jersey. Mercer Home Health Care is ideal for individuals recuperating from a surgery or illness, or who need help adapting to a health condition or challenge at home.



ASK FOR US BY NAME!

Tell your discharge planner or physician that you prefer Mercer Home Health Care, or call us directly:

609-227-2727 www.MercerHomeHealth.com





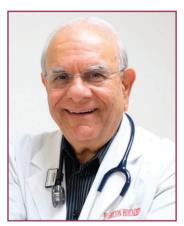
Expert care with a personal touch



Dr. S. Jalil



Dr. R. Arora



Dr. S. Sheikh



Dr. S. Mehta

Hamilton Hospitalists, LLC, is a group of physicians specially trained to monitor and treat hospitalized patients. They manage and coordinate all aspects of patient care, working closely with each patient's primary care and specialist physicians to provide the best possible outcome.

Our goal is to provide high-quality, evidence-based care that is compassionate and tailored to the unique needs of our individual patients and referring clinicians. Our hospitalists are educated on the importance of appropriate follow-up and discharge planning to ensure that patients have what is required when they leave the hospital. We make every effort to communicate with the patient's family physician to ensure this level of transition of care. Hamilton Hospitalists work as part of the hospital team, dedicated to the patient's and community provider's total hospital experience.

HAMILTON HOSPITALISTS, LLC, providing expert in-hospital services 24/7 at RWJ Hamilton

609-581-6666