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Welcome to Robert Wood Johnson University Hospital

At Robert Wood Johnson University Hospital we want to make sure you receive very good care. Our team of physicians, nurses, technologists, therapists, pharmacists, residents, volunteers and health care professionals are dedicated to providing the highest standard of patient care excellence.

This booklet has been compiled in an effort to assist you with any questions you may have during your stay with us, and to make sure your stay is as pleasant as possible.

If during your stay, you have any concerns, questions or comments about your care, treatment or any of our services, please speak with your nurse, physician or patient representative so that we can address the issue quickly and to your satisfaction. Again, we want to make sure you receive VERY GOOD care.

About Robert Wood Johnson University Hospital

Robert Wood Johnson University Hospital is the principal teaching hospital of the University of Medicine and Dentistry of New Jersey-Robert Wood Johnson Medical School, and founding hospital of the Robert Wood Johnson Health System and Network. The 572-bed acute care teaching hospital is committed to its fourfold mission of delivering the finest patient care, researching the latest cures for diseases,

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educating tomorrow's health professionals and providing community outreach. The hospital offers a full range of health care services, from primary, tertiary and quaternary services to specialty and sub-specialty diagnosis and treatment. As one of the nation's leading academic health centers, Robert Wood Johnson University Hospital treats the most severely ill patients referred from community hospitals around the state and from around the country.

At Robert Wood Johnson University Hospital, staff members pride themselves on providing the highest quality and level of care to ensure the best possible patient outcomes. In addition to offering the most advanced diagnostic tools and treatment modalities, the hospital offers a highly skilled, dedicated and professional nursing team. Designated as a Magnet institution by the American Nurses Credentialing Center the hospital maintains this prestigious designation through a rigorous review of procedures, standards, patient quality data and an evaluation of Magnet criteria elements.

The Bristol-Myers Squibb Children's Hospital at Robert Wood Johnson University Hospital

Pediatric Services

The Bristol-Myers Squibb Children's Hospital at Robert Wood Johnson University Hospital is New Jersey's first full service free-standing acute care children's hospital designated by the state and a member of the National Association of Children's Hospitals and Related Institutions (NACHRI). The state-of-the-art, family-friendly building features more than 80 private

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rooms with in-room sleeping for parents, a Regional Perinatal Center that provides the full spectrum of care for high-risk pregnancies and the most critically ill newborns, a Level I Trauma Center, a Pediatric Emergency Department, a Pediatric Intensive Care Unit, Neonatal Intensive Care Unit, Pediatric and Adolescent Units, Same Day Services Suite and a Hematology/Oncology Unit. The hospital has one of the most extensive and sophisticated Child Life Programs to be found, including a comprehensive Family Resource Library and Family Teaching Program.

- **Family-Centered Care:** Family members are an integral part of the health care team and are included in all aspects of care.
- **Pain:** It is important to understand pain issues in children and adolescents. In the Children's Hospital we use pain medications and diversionary techniques such as guided imagery and relaxation to decrease your child's pain.
- **Child Life:** Each unit has a Child Life Specialist on staff as well as a Playroom or Teen Lounge.
- **Emergency Department:** There is a Pediatric Emergency Department staffed by pediatric nurses, and pediatric emergency physicians.
- **Television and Telephone Services:** Television, VCR, video games and local telephone service are provided free of charge.

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- **Visitation:** The Children’s Hospital has open visitation with in–room sleeping for parents. We encourage sibling visitation and provide preparation for this as needed. Please ask your nurse or the Child Life Specialist for more information regarding sibling visitation.

Centers of Excellence

- **The Heart Center of New Jersey:** A 218-bed “hospital within a hospital” including **The Heart Failure and Transplantation Program**. The Heart Center offers the latest diagnostic, medical and surgical methods available including a dedicated cardiac MRI, catheterization, angioplasty, open heart and “beating heart” minimally invasive surgery, electrophysiology, stents, laser revascularization and exercise rehabilitation.
- **The Cancer Hospital of New Jersey:** As the flagship hospital for the Cancer Institute of New Jersey, the only National Cancer Institute designated Comprehensive Cancer Center in the state, the hospital provides sophisticated inpatient cancer diagnosis and treatment programs for children and adults. Units include medical and surgical oncology, same-day outpatient chemotherapy, bone marrow and stem-cell transplantation, hematology/oncology and an Urgent Care Center for cancer patients who require immediate medical attention. A state-of-the-art radiation oncology department features two linear accelerators.

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- **Regional Perinatal Services:** Robert Wood Johnson University Hospital is a designated Regional Perinatal Center, offering the most up-to-date technology to treat women with high-risk pregnancies as well as the most critically ill newborns in the most comprehensive manner. As a designated Regional Perinatal Center, Robert Wood Johnson University Hospital has the largest maternal–fetal medicine division in the country and provides a full array of pediatric specialists, subspecialty services and surgical support for babies and their families. Our Perinatal Center offers a Labor and Delivery suite, private and semi-private post partum unit, Well Baby Nursery and a Neonatal Intensive Care Unit. We encourage families to take an active part in the birth of their child. We promote sibling and grandparent bonding through special visitation schedules.
- **The Center for Kidney/Pancreas Transplantation:** The multi-disciplinary team of physicians, surgeons and health professionals offer adult and pediatric patients throughout New Jersey the full spectrum of care – from the most aggressive medical management, to the latest surgical techniques for kidney and pancreatic disease.
- **Level I Trauma Center for Central New Jersey:** Accredited by the American College of Surgeons Committee on Trauma and is certified for adults and children. Our center has passed the rigorous criteria and quality standards set by the state and ACOS Committee on Trauma.

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- **Vascular Center of New Jersey** is the referral center of choice for the most complex vascular surgeries. Our world renowned physicians provide the finest care available for patients suffering arterial, venous and lymphatic disorders. Our advanced endovascular division offers treatment of complex arterial problems such as aortic aneurysms, carotid disease and extremity arterial subtractions via less invasive state-of-the art methods. This includes one of the largest centers for treatment of abdominal aortic aneurysms by endovascular stent grafts.
- **Outpatient Diabetes Education Services** is dedicated to improving the health status and quality of life of people affected by diabetes. The outpatient education program is taught by certified diabetes educators and recognized by the American Diabetes Association. It is designed to provide patients with knowledge and skills to help them take control of diabetes. Patients are referred by their physicians for this program.
- **Center for Innovations in Bloodless Surgery and Medicine:** This program is committed to fostering an individual's right to choose non-blood surgical and medical management during their hospitalization. In a process that begins upon admission, any patient that chooses to not accept blood or blood products will be followed throughout the course of their hospitalization. In addition, consultations with a core team of physicians specifically trained in bloodless surgery and medicine is available. For any questions about the program please feel free to contact the nurse

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coordinator for the Bloodless Surgery and Medicine Program through the hospital operator.

- **Center for Digestive Diseases:** Specialists employ sophisticated diagnostic tools and breakthrough medical and surgical treatments to combat disorders such as indigestion, gastroesophageal reflux disease (GERD), ulcers and diseases of the liver, gall bladder and intestines, Crohn's disease and colitis.
- **Women's Wellness & Healthcare Connection:** This program coordinates and enhances the Hospital's comprehensive health care, educational and research programs for women and includes the University Center for Reproductive Endocrinology and the Osteoporosis Center.
- **Clinical Neurosciences Center:** This center is dedicated to research, and the medical and surgical treatment of a wide range of neurological disorders including, Parkinson's disease, stroke and epilepsy.
- **The Thoracic Center:** This center includes highly trained specialists from many disciplines who care for patients with a wide variety of problems affecting the lung, esophagus, and mediastinum. They include lung cancer, esophageal cancer, malignant pleural effusions, gastroesophageal reflux disease (GERD), achalasia, emphysema, hyperhidrosis (i.e., excessive sweating), and others. The center offers the latest surgical techniques to residents of New Jersey and beyond.

Patient Safety

At Robert Wood Johnson University Hospital, patient safety is our priority. As a patient, you will meet with many healthcare workers during your stay, including doctors, nurses, case managers, dietitians, therapists, technicians and aides. We require that all physicians and employees wear their ID badges so you can recognize who is taking care of you.

You are the center of the Health Care Team, and we ask that you help us by taking an active role in your care. Here are a few things that you can do:

- Tell your doctors and nurses as much as you can about your medical history. Let them know about any allergies to food or medicine you may have.
- Tell them about any medication you take including over-the-counter medicine, eye-drops, herbs and vitamin supplements.
- Make sure your caregiver asks for your name and date of birth before you receive any medication or blood products, before you have blood drawn and before you undergo a test.
- Speak with your physician in advance to confirm the details of the specific operation or procedure planned for you.
- Ask questions about your diagnoses, newly ordered medications and treatments. We are glad to answer questions and provide you with information.

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- Call for help with walking if you are unsteady on your feet.
- Remind caregivers to wash their hands or to wear gloves before touching you.
- Ask your doctor about receiving the flu and pneumonia vaccines.
- If you need special equipment, be sure you know how to use it properly.
- Additional safety tips are broadcast on our hospital TV service.

Patient Security

Please be sure to limit the amount of personal belongings that you have at your bedside. We ask that you secure all cash, jewelry and other items of value in the hospital safe. For your safety, we ask that you send all prescription and over-the-counter medications home or secure them in the hospital safe. Should you have any security related questions or concerns, please contact Hospital Security at extension 8899.

About Your Stay

Patient Satisfaction

At Robert Wood Johnson University Hospital, providing you with the very best care is our first priority. It is important for us to know about any service issues while you are here so we can fix them immediately. If you have an issue or concern, you may access the **Patient Relations**

Representative at extension 2000. The Patient Relations Representative is available to provide assistance to you, your family and visitors. If it is after normal business hours or weekends the Manager on Duty is accessible on extension 2000 and will respond to your call immediately.

Rate our Success

Your feedback is important to us. To measure our success in patient satisfaction, the hospital uses The Press Ganey Survey. The highest score The Press Ganey Survey allows is a “VERY GOOD.” It is our goal to provide you with the care and services that deserve your “VERY GOOD” rating. Therefore, it is important that you notify us of any service issues during your stay.

Your Room Assignment

Upon your admission, you will be assigned a room based on diagnosis and availability. Most patient rooms feature an information board where the name of your nurse and other facts related to your care team will be posted for your comfort and convenience.

Private Room

A private room may be requested. If one is available, a three-day room deposit is required upon admission.

Food and Nutrition Services

The Department of Food and Nutrition is excited to present **Room Service Dining**. This exclusive service allows you to call for your meals when you are ready to eat. Your meal will be delivered to you within 45 minutes of placing your order.

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Room Service Dining is available from 7:00 a.m. to 7:00 p.m. To order your meal, just pick up the phone and call extension 3463 (DINE). Your order will be taken by one of our room service dining associates who will assist you with your meal selections.

If you are on a special/restricted diet prescribed by your physician, please note that not all menu items may be appropriate. Our room service dining associate will gladly assist you with your meal selection to meet your specific dietary needs. Our highly trained registered dietitians and dietetic technicians will provide you with valuable nutrition information to help you follow your nutritional guidelines.

Registered Dietitian

The registered dietitian is a trained specialist who assesses your nutritional status and adjusts your diet to meet your individual health needs as prescribed by your physician. If you have a dietary modification, the dietitian will explain why it is beneficial and teach you how to follow your new diet at home. A dietitian is available to you during your hospital stay and may be contacted through your nurse.

Television and Telephone Services

Robert Wood Johnson University Hospital has expanded the TV Service with enhanced channels, interactive capabilities and patient education programs available on demand and an easy third party billing service. The Hospital TV Service will always be active, unless you decide not to use the service. Television and phone services can be obtained by calling extension 2390. To make a local telephone call, dial 9 for outside services. Both 732 and 908 area codes are considered local calls. All other calls, dial 7-0-area code and phone number.

About Your Health Care Team

We are very concerned for your privacy and confidentiality. All hospital employees and members of the medical and dental staff are committed to complying with the privacy practices as stated in the Health Insurance Portability and Accountability Act (HIPAA) Privacy Notice located on page 30 of this booklet. 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 health care you have received, or payment for your health care.

The Medical Staff

Over 1300 community and faculty physicians admit patients to Robert Wood Johnson University Hospital. Your attending physician will direct and oversee your care during your hospitalization.

Resident Physicians

Robert Wood Johnson University Hospital is the principal teaching hospital for the UMDNJ-Robert Wood Johnson Medical School. Over 200 resident physicians, those who have graduated from leading medical schools and are completing post-graduate education in specialized fields, provide round-the-clock care for patients and may be involved in your care.

Nursing and Patient Care Staff

Robert Wood Johnson University Hospital is designated as a Magnet Hospital in recognition of its high quality nursing care. Our nursing staff is nationally recognized by the American Nurses Credentialing Center as a national model of nursing excellence.

Nursing Supervisor

During evenings, nights, weekends and holidays, our nursing supervisors oversee patient care throughout the hospital. They are available to assist you with any concerns you may have. You may contact them through your nurse or the hospital operator.

Nursing Director

Each unit has a nursing director who has full responsibility and accountability for the unit each and every day. The nursing director works with staff to coordinate services within his/her department. They are available to assist you with any concerns you may have and may visit you during your stay.

Head Nurse

The head nurse works under the direction of the nursing director to help coordinate your care and will help make decisions regarding your care.

Clinical Care Technician

Each unit has a number of clinical care technicians to help you perform tasks and to assist with vital signs, feeding needs and bathing. They also draw blood specimens and

perform blood sugar monitoring. They work under the direction of the Registered Nurse.

Unit Clerk

Many of our nursing units have clerks who perform receptionist duties including coordinating patient activities with other departments. The unit clerk may often be the first person you speak to when you use your call bell. He or she will assist in relaying your needs to your nurse.

Host/Hostess

The Host Service Department will be responsible for the cleaning of your room. Please let them know how they can make your stay as comfortable as possible.

Private Duty Nurse

If you desire, or your doctor or nursing director recommends the services of a private duty nurse, you may place the request with the Surgical Waiting Area Liaison. The liaison is available Monday – Friday 12:00 p.m. – 8:30 p.m. at extension 2278. Requests at any other time may be placed through the Nursing Office at Extension 8649.

Engineering

There is a complete team of support services personnel to ensure your stay is comfortable. The Engineering Department is responsible for your room temperature and overall maintenance. Please speak to your nurse if any of these are not to your satisfaction.

Important Numbers You Should Know During Your Stay

Community Education	Extension 8110
Room Service Dining	Extension 3463 (DINE)
Pastoral Care	Extension 8504
Patient Relations	Extension 2000
Security	Extension 8899
Social Services/Case Management.	Extension 8702
Television/Telephone	Extension 2390

If you are dialing from outside the hospital, dial (732) 828-3000, then 1, and then the extension.

About Your Spiritual Well-being

We care not only for your physical health but we care for your spiritual well-being as well. Chaplains trained to work with people of all faiths are available to you 24 hours a day. A hospital chaplain can help patients or family members of all faiths with feelings and concerns about your hospitalization as well as provide emotional and spiritual support.

Chaplains can listen to you, pray with you and encourage you. If you wish to speak with a chaplain, please ask your nurse or call the Pastoral Care office at extension 8504. They are also available to educate you on the preparation for Advanced Directives for inpatient and outpatient procedures.

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Chaplains are also available on call throughout the night and weekends. If you wish a chaplain to visit (there is never a charge for these visits) please ask your nurse to contact the Pastoral Care office between the hours of 8:30 a.m. and 12:30 p.m. extension 8504, or to page the chaplain on call at beeper # 1133.

Clergy of all faiths are welcome to visit their congregants. If you wish assistance in contacting your priest, rabbi, minister, or pastor, please contact the Pastoral Care office.

The Chapel for All Faiths is located on the main level of the Acute Care Building. The Chapel is always open for prayer and meditation. Your family and friends are welcome. In addition, Holy Day observances for all faith traditions are offered.

For Family and Friends

The Dining Room (Cafeteria)

The Dining Room is located on the second floor of the Cancer Hospital right above the hospital's main lobby and is open Monday through Friday from 6:30 a.m. to 8:00 p.m. Hours for weekends and holidays are 6:30 a.m. to 6:30 p.m.

Vending machines, located outside the Dining Room entrance, are available 24 hours a day.

The Safari Café features bagels, fruit, coffee, sandwiches and a variety of beverages and is located on the first floor of The Bristol-Myers Squibb Children's Hospital in the Interactive Gallery. The Café is open Monday through Friday from 7:30 a.m. to 1:00 p.m. It is closed on weekends.

Donations

RWJ University Hospital Foundation

The RWJ University Hospital Foundation is a reflection of and draws its strength from the many people and organizations that support it: The Foundation's own Board of Trustees; the Board of Directors and Auxiliary of the Hospital; the administration, medical staff, and employees of the hospital; and the thousands of people and organizations who make gifts each year.

Every gift – no matter the size, is welcome support for Robert Wood Johnson University Hospital. To recognize and pay tribute to all levels of contributions, the Foundation has established several annual giving clubs which have been designed with you in mind. All gifts are tax deductible to the full extent of the law. **The Friends Club** (\$25 - \$99), **The Century Club** (\$100 - \$499), **The Tower Club** (\$500 - \$999), **The President's Club** (\$1,000 - \$4,999), **The Chairman's Club** (\$5,000 - \$9,999) and **The Robert Wood Johnson Club** (\$10,000 and over).

For more information, or to make a donation, please contact: The RWJ University Hospital Foundation, 8 Easton Avenue, New Brunswick, NJ 08901, 732-745-7393, www.rwjuhfdn.org.

Library Resources

Women's Resource Center

The Women's Resource Center offers a women's health library, referrals to health care practitioners, links to community resources, information on women's health

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research, as well as clinical trials conducted by the Women's Health Institute. The new center is located off the main lobby of the hospital.

Family Resource Center

The Family Resource Center, located off the main lobby of The Bristol-Myers Squibb Children's Hospital, provides user-friendly access to quality medical and consumer health information for patients and families in a peaceful and supportive environment. The center is staffed by a family librarian that can assist with specific research and information needs.

Library Cart

Books and magazines may be borrowed and newspapers are sold from the cart. It is operated by volunteers who visit several times each week.

Gift Shop

There are two gift shops located on the hospital campus. The main Gift Shop is located off the main lobby of the hospital and is open Monday through Friday 9:00 a.m. - 8:00 p.m. and Saturday and Sunday from 11:00 a.m. to 5:00 p.m. The Bristol-Myers Squibb Children's Hospital Gift Shop is located in the children's hospital lobby and features wonderful items for children of all ages. Hours may vary, please call main Gift Shop at x2016.

Gratuities

Our staff and volunteers are here to serve your needs. Gratuities are not permitted. We encourage you to write a thank you note recognizing our staff and responding on our Press Ganey survey about staff who provided "very good" care. For monetary donations, please see page 20.

Hotels

Special rates are offered for your family members at some local area hotels. Contact Patient Relations, ext. 8501, Monday through Friday 8:30 to 4:00 p.m. for further information or visit our web site at www.rwjuh.edu under Visitor Information.

Mail

Delivered daily to your room, the mail is also forwarded after discharge. (Packages received after discharge must be picked up). Please ask your friends to put your room number on all mail.

Messages

The hospital receptionist in the main lobby will transmit or receive messages for you.

Parking

Parking is available for visitors in the designated hospital garage. Valet parking is available Monday through Friday, 7:00 a.m. to 5:00 p.m. at the main entrance of the hospital and all guests are encouraged to utilize our valet parking service. The fee for valet service is the same as using the parking garage. Your cooperation and that of your visitors in observing hospital parking regulations is appreciated. Vehicles parked in unauthorized areas are subject to towing at the operator's expense. Discounted and courtesy parking services are provided at the Courtyard Information Desk.

Parking for The Bristol-Myers Squibb Children's Hospital is available in the main hospital parking garage. Valet services are available for families Monday through Friday, 6:00 a.m. to 5:00 p.m.

Patient Representative

Questions and concerns often arise during a hospital stay. The patient representative is here to help both patients and families in whatever way possible. Please feel free to call the patient representative for help or with any suggestions for the improvement of services at RWJUH. The patient representative's office hours are 8:30 am to 5:00 pm, Monday – Friday, or you may call extension 8501 or extension 2000.

Smoking

There is no smoking within the hospital. The only designated smoking facility is located outside on the G-level of the parking deck.

Quitting smoking is the most important thing you can do to protect your health.

1. Cigarette smoking is the most preventable cause of illness and death in the U.S.
2. You are at higher risk of having health problems if you already have heart or blood vessel problems and smoke.
3. The risk of lung disease increases if you presently smoke, inhale deeply or have smoked for many years.
4. Even if you try and fail, you learn important information about yourself that can help you succeed in the future.

If you are willing to quit smoking at this time, let us help. Effective nicotine replacement medications, behavioral therapies and other effective treatments are available during and after your hospital stay. For more information, call UMDNJ Tobacco Dependency Program at 732-235-8222.

Suggestions

We welcome patient suggestions, which can help us improve our services. Send your suggestions to the Public and Community Affairs office or to the Patient Relations office.

Telephone and Television Service

The Hospital has expanded the TV Service with enhanced channels, interactive capabilities and patient education services available on demand. These services are available through an independent service. The fee is collected daily using an easy third party billing service. To make arrangements for telephone and TV Service, please call extension 2390.

To make a local call, dial 9, wait for a dial tone, and dial the number. For toll calls, dial 7-0-area code and phone number. You may call collect or charge a toll call to your home phone.

Visiting Hour Policy (including children)

In order to maintain a healing environment, we recommend the following guidelines:

- The recommended visiting hours are between 9:00 a.m. and 8:30 p.m.
- In order to provide optimal patient care, there may be occasions when it is necessary to alter these visiting hours.
- We recommend only two visitors per patient.
- Parents are welcome **24 hours a day** at The Bristol-Myers Squibb Children's Hospital, Special Care Nursery and Neonatal Intensive Care Unit.

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- Children accompanied by an adult may visit patients.
- Visits by children into the Intensive Care Units are to be arranged by the unit charge nurse.

For any changes or special visitation requests, please speak to the patient's nurse.

Day of Discharge

The Discharge Lounge

- Patients who are discharged and who are waiting for transportation, will be escorted to the comfortable and convenient Discharge Lounge. Eliminating discharge delays allows the hospital to provide beds for patients waiting to be admitted.
- The Lounge is conveniently located on the first floor near the hospital's main entrance and gift shop.
- The Lounge provides discharged patients with comfortable chairs, a television, reading materials and light snacks or meals.
- If your physician has given you a prescription, the staff would be happy to fax that prescription to your pharmacy of choice. Also the staff can arrange a follow-up appointment with your physician's office while you wait.
- For additional convenience when family members or friends arrive, they can use valet parking at the main hospital entrance, or wait in the circular driveway after

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calling into the Discharge Lounge or information desk at extension 8508 and your family member will be escorted to the lobby.

- The Discharge Lounge is open weekdays. For more information about the lounge, call extension 4646.

Discharge time is 11:00 a.m.

On your discharge day, please plan to have a relative or a friend pick you up by 11:00 a.m. If you need assistance with arrangements for returning home, please ask your nurse to contact the hospital Case Management Department at extension 8702.

Transportation

If it is medically necessary for you to travel by ambulance your nurse can submit an ambulance request. Medicare and Medicaid will cover an ambulance transport that is medically necessary. A form must be completed by your health care professional.

If you have private insurance, your social worker or outcomes manager will contact your insurance company for authorization for transport. If you do not have coverage, payment arrangements are required at time of transport. You can check with your community's rescue squad. Community rescue squads are usually staffed by volunteers and may not be available until after 6 p.m. Moreover, 24 hour notice is usually required. Medicaid will cover invalid coach services if wheelchair transport is medically indicated.

For a taxi, you may contact extension 8899 for assistance.

Home Care

The Home Care Department at Robert Wood Johnson University Hospital offers a variety of skilled services to those patients who might require additional care after they are discharged. These services, directed by the primary care physician, could include skilled nursing care, physical, speech and occupational therapy visits, social work services and home health aide services. Home Care visits are provided on a periodic basis with the goal to help patients and families become independent in their care.

The Department is licensed by the New Jersey Department of Health and Senior Services to provide services in Mercer, Middlesex, Somerset and Union counties and accredited by the Joint Commission for the Accreditation of Healthcare Organizations. The Department accepts Medicare, Medicaid and Blue Cross, and some private insurance. The Department also offers a sliding scale fee.

The Robert Wood Johnson University Hospital Home Care Department can be reached at (732) 828-8884 or toll free at 1-888-997-9584. Regular office hours are Monday through Friday 8:00 a.m. to 4:30 p.m. A nurse is on call through the answering service when the office is closed. You may also speak with your outcomes manager or social worker about your home care needs.

Case Management

Outcomes managers are nurse case managers who facilitate your care while in the hospital. They arrange for home care services and durable medical equipment upon discharge if prescribed by the physician and will coordinate with your insurance company to insure needed services are covered.

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Social workers are available to address problems you may have adjusting to your illness or disability. They arrange for referrals to rehabilitation hospitals, sub-acute rehabilitation units, nursing facilities, psychiatric facilities and substance abuse treatment programs. They coordinate with your insurance company to insure needed services are covered. Social workers are available to assist with adoption, child welfare, domestic violence, elder abuse, and sexual abuse. Confidentiality is maintained.

Social workers and outcomes managers can provide you with information about services available in your community. You may contact an outcomes manager or a social worker through your physician or nurse, or by calling the department directly at (732) 937-8702.

Lists of home care agencies and nursing facilities in your area are available as required under the Medicare Conditions of Participation.

Cardiac Rehab, Education and Support

Our outpatient Cardiac Rehabilitation Program combines education, exercise, diet and healthy lifestyle changes in a supportive environment.

We offer individualized, telemetry-monitored exercise and weight training programs in the Clinical Academic Building on the hospital's campus. Our program is under the supervision of UMDNJ-Robert Wood Johnson Medical School. For more information about the program, contact Cardiac Rehab at (732) 846-1647.

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Because education and support are important for healing, we offer numerous cardiac self-help courses and support groups. For more information about these programs or for a free calendar, contact Community Education at (732) 418-8110 or you may access our website:
www.rwjuh.edu/main/communitycal.asp

Blood, Organ and Tissue Donation

Blood Donations

The New Brunswick Affiliated Hospitals Blood Center provides blood, blood products, and special services for the patients at Robert Wood Johnson University Hospital. The donor room is located on the 4th floor of the Clinical Academic Building and has convenient day and evening donor hours 6 days a week. Volunteer blood donations are greatly needed to ensure that a safe and adequate blood supply is always available. Blood donations may also be made for your own planned surgery (autologous). Family and friends of patients who received blood, or are using blood on an ongoing basis, are strongly encouraged to donate. Please call (732) 235-8100 for an appointment or additional information.

Organ and Tissue Donation

The True Gift of Life

Robert Wood Johnson University Hospital is dedicated to promoting the lifesaving benefits of blood, tissue and organ donation through education and awareness.

Comprehensive Sleep Disorders Center

The Comprehensive Sleep Disorders Center at Robert Wood Johnson University Hospital is an outpatient medical facility for the diagnosis and treatment of sleep-related disorders. The Center provides sleep laboratory and full clinical services for both adults and children (over 1 year of age). The Center is fully accredited by the American Academy of Sleep Medicine. Our multidisciplinary team includes specialists in pediatrics, psychiatry, psychology, pulmonary medicine, otolaryngology and dentistry. We provide comprehensive evaluation and treatment for all sleep disorders, including insomnia, narcolepsy, sleepwalking, sleep terrors, restless legs syndrome, periodic limb movement disorder, and sleep-disordered breathing.

Community Health Education (Support Groups, Classes, Programs)

The Community Health Education Department at Robert Wood Johnson University Hospital provides more than 100 unique educational programs, support groups and patient-family education seminars to assist individuals throughout diagnosis, treatment and recovery. The programs and support groups that meet at Robert Wood Johnson University Hospital provide individuals and family members with information, education, and emotional support. Self-help groups are an opportunity to meet with others and share information, experiences, strengths and hopes. For further information or for a calendar of events, programs and support groups, please contact the Community Education

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Department at (732) 418-8110 Monday-Friday 9:00 am to 4:00 p.m. or visit the hospital's web site at www.rwjuh.edu/main/communitycal.asp or send an E-mail to rwjuhched@aol.com.

Diabetes Services

Diabetes care and education is provided by staff nurses, dietitians and pharmacists for basic information related to monitoring blood sugars, drawing and injecting insulin, taking oral diabetes medications, planning meals, managing illness and preparing for discharge. A diabetes educator may be consulted when:

1. a patient is admitted with a diagnosis of Diabetic Ketoacidosis (DKA) or Hyperosmolar Non-Ketotic Syndrome (HHNK)
2. a patient wears an insulin pump
3. a patient needs instruction on how to inject their insulin using an insulin pen
4. a patient is newly diagnosed with diabetes during their current admission

All patients with diabetes are invited to call for outpatient diabetes education at RWJUH at (732) 253-3100. Patients need a physician referral for an appointment.

Integrative Healing Program

Medical care can either be “reactive” ~ merely treating symptoms of disease or it can be “holistic in nature,” promoting healthy lifestyles. At RWJUH, we put an emphasis on the humanistic approach to healing that values mind,

body and spirit, and partners with patients in the healing process. It is our mission at the hospital to create a healing environment and encourage you to seek wellness and preventive care throughout your stay and after discharge. Our team of highly trained health professionals draws from the best of both conventional and integrative medicine to work with patients on their path to health and maintaining wellness. Call extension 4325 to find out more about our Integrative Health Program and the services available.

Laboratory Tests

Your doctor may order some blood or body fluid tests to aid in your diagnosis and treatment. A Clinical Care Technician (CCT) may come to your hospital room to obtain blood specimens through venipuncture or fingerstick, or you may come to the outpatient area of the Laboratory to have these specimens drawn.

Pain Management

The hospital strongly supports the belief that all patients have a right to pain relief. Pain is different for each person. It can affect how you feel physically, mentally and emotionally. Appropriate pain management helps your recovery by allowing you to move more easily, and rest more comfortably. We hope this information will help you learn how your health care team (doctors, nurses, etc) can work together to make your hospital stay as comfortable as possible.

At Robert Wood Johnson University Hospital we know that you are unique, and that each person feels pain differently. Only you know when you have pain and what it feels like. There are many ways to manage your pain. We will ask you often about any pain you may have, so that we can work together to provide the best possible pain relief.

What You Can Expect:

- Information about pain and pain relief methods
- A concerned staff committed to pain prevention and management
- A health care team who will ask and respond quickly to your reports of pain
- A health care team who believes your reports of pain
- State-of-the-art pain management
- Dedicated pain relief specialists

What We Expect From You:

- Tell the health care team about your pain
- Discuss pain relief options with the health care team
- Ask for pain medications when pain first begins. Do not wait until you cannot stand it anymore.
- Tell health care team members the effect the relief methods have on your pain
- Ask us about any concerns or fears you may have with regards to your treatment plan

Pharmacy

The Department of Pharmacy personnel (registered pharmacists and pharmacy technicians) meet your medication needs on physician order. Pharmacists are available 24 hours a day to advise physicians on the best medication available for you and check each order for appropriate dose or if there are any drug interactions prior to dispensing your medication. Technicians assist the pharmacist and nurse in maintaining an adequate supply of medication for you.

Physical Therapy and Occupational Therapy

This service is offered to inpatients and outpatients referred by physicians. Registered physical therapists are concerned with restoring patients to their highest level of physical ability which includes strength, coordination, flexibility, and proper body mechanics. The approach is to guide each patient through an individualized program. The goal is to reduce pain and improve functioning.

Radiology Department

If your doctor has ordered an x-ray, ultrasound, MRI, CT scan, Nuclear Medicine or PET scan, you will be transported to the Radiology Department. Highly trained technologists will do all they can to make you comfortable while undergoing these diagnostic procedures.

Diagnostic procedures may require preparation and/or

medication to be taken the evening before the test. In addition, it may be necessary to ingest or inject a special material in order to outline a particular organ to be studied. This material may be administered by mouth, through a blood vessel, or by way of an enema.

The technologists work under the supervision of a radiologist who is a physician trained in the use of x-rays for diagnosis and treatment of disease. After the tests have been performed and processed, they will be studied and evaluated by a radiologist who makes a report for your doctor.

Radiation Oncology

Department of Radiation Oncology located on the G2 level of the Cancer Hospital of New Jersey offers a full range of services for cancer patients. Patients are referred to Radiation Oncology by their doctor for all types of therapy from conventional treatments to stereotactic, intensity modulated radiation therapy (IMRT), and brachytherapy.

Respiratory Services

Respiratory Services includes both Respiratory Therapy and the Pulmonary Laboratory. Respiratory Therapy personnel (therapists and technicians) provide a variety of therapeutic services on physician order. Services provided include medicated aerosol treatments, chest percussion and drainage, as well as other technical life support procedures. The Pulmonary Laboratory provides diagnostic testing for a wide variety of patients. Tests for lung volumes, airflow, and overall lung function may be ordered for you before surgery or to assist in diagnosing and treating a variety of lung ailments.

Speech and Hearing

The Speech/Language Pathology staff offers diagnostic evaluation and individualized therapy programs of habilitation for persons with impairment of speech caused by disease, injury, and stroke, loss of speech through surgical removal of the larynx, swallowing disorders, and other types of communication problems. The Audiology staff offers a full range of diagnostic, habilitation, and rehabilitation services to the hearing impaired or anyone who requires testing to determine the presence and degree of hearing impairment. Services in the department are available for patients ranging in age from infancy to the geriatric years.

The Surgical Intensive Care, Medical Intensive Care and Coronary Intensive Care Units

The intensive care units are also sometimes known as critical care units. These units are specifically designed and equipped to care for seriously ill patients who suffer from complex health conditions. Organized to provide continuous specialized nursing care, the units are equipped with the newest technology in medical and surgical care. Patients are admitted to these units when their physicians and nurses determine their condition requires a more intensive level of care.

Upon admission to these units, relatives are asked to take home any personal possessions of the patient. Patients in these units may not receive flowers, gifts, or foodstuffs. Because of the nature of these specialized units and the care

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provided, visiting hours are restricted and no private duty nurses will be necessary.

Surgical Waiting Area

A designated waiting area on the first floor of the main hospital is available for families awaiting Operating Room information. For comfort and convenience, reading materials, television, coffee and tea are provided. Volunteers are available weekdays from 8:00 a.m. to 12 noon and a hospital employee from 12 noon to 8:30 p.m. weekdays to communicate operating/procedural updates to families.

Women's Resource Center

The Women's Resource Center at Robert Wood Johnson University Hospital is a clearinghouse for women's health information, providing access through a variety of resources. From books, computer access to FREE Weekly Women's Wellness Wednesday Workshops, the Center is dedicated to helping women make informed decisions. The Center is staffed by a women's resource coordinator dedicated to providing the tools needed to make informed decisions in a friendly, caring environment. The Women's Resource Center is located just down the hall from the hospital's main lobby. Call 1-866-44-WOMAN (1-866-449-6626) for more information.

The Hospital and the Patient

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

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

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

While in the hospital, we ask that you:

- Cooperate with hospital personnel.
- Be considerate of other patients, hospital staff and property.
- Help control noise and the number of visitors.
- Follow hospital rules and regulations.
- Comply with the hospital's "No Smoking" policy.
- Provide information necessary for processing your insurance coverage.
- Be responsible for any item of your bill not covered by your insurance.
- Provide an Advance Directive (i.e. Living Will, Durable Power of Attorney, etc.) or advise the hospital that there is no Advance Directive.

Your Rights as a Patient

State of New Jersey – Hospital Patients Rights

Each patient at Robert Wood Johnson University Hospital is entitled to know their rights when they are admitted to the hospital. These rights include:

Medical Care

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

To receive an understandable explanation from your physician 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 specified, non-emergency 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, unless the situation is life-threatening or the procedure is required by law.

To be included in experimental research only if you give informed, written consent. You have the right to refuse to participate.

All patients have the right to pain relief.

As a patient at Robert Wood Johnson University Hospital you can expect information about pain and pain relief measures.

A concerned staff committed to pain prevention and management.

Health professionals who respond quickly to reports of pain.

Your reports of pain will be believed.

State of the art pain management.

Communication and Information

To be informed of the names and functions of all health care professionals providing you with personal 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 health care personnel.

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

To be informed, upon request, of the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life support mechanisms.

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

To be informed about the outcomes of care including unanticipated outcomes.

Medical Records (Health Information Management Services Department)

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

The Health Information Management Services Department is open from 8:00 a.m. to 4:30 p.m., Monday - Friday. For information on how to obtain copies of your medical record, you can call the department at (732) 937-8717.

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

Cost of Hospital 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 and to an explanation of how to appeal.

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

Transfers

To be transferred to another facility only when you, your family, or your guardian has made the request, or in instances where the 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.

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 must also have a system to safeguard your personal property.

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.

Discharge Planning

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

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

To be informed by the hospital about any appeal process to which you are entitled by law if you disagree with the hospital's discharge plans.

Legal Rights

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

To exercise all your constitutional, civil, and legal rights.

Private Duty Nursing

To contract directly with a New Jersey licensed nursing professional of the patient's choosing for private professional nursing care during his or her hospitalization. A professional nurse so contracted shall adhere to hospital policies and procedures. The hospital, upon request, shall provide the patient or designee with a list of local non-profit professional nurses association registries that refer nurses for private professional nursing care.

Questions and Complaints

To present questions or grievances to a designated hospital staff member (Patient Representative, Extension 8501) and to receive a response in a reasonable period of time.

The hospital must provide you with the address and telephone number of the New Jersey Department of Health Agency that handles questions and complaints. You may directly contact the NJ 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 NJ Department of Health regulations at NJAC 8:43 G-4 or Public Law 1989-Chapter 170, available through your hospital.

Durable Power of Attorney

Robert Wood Johnson University Hospital's policy recognizes the personal rights of an individual patient to make voluntary, informed choices to accept, reject, or choose among available alternative courses of medical treatment. If you are no longer able to make decisions for yourself, a Durable Power of Attorney is a legal document in which you name another person such as a family member (or close friend) whom you entrust to make decisions for you.

General Durable Power of Attorney, Effective Only Upon My Incapacity

You sign this document in order to give your agent authority to act on your behalf **ONLY** in the event that you become unable to act for yourself.

This authority can be very broad, or quite narrow, depending on your wishes.

General Durable Power of Attorney

You sign this document in order to give your agent authority to act on your behalf.

This document allows your agent to act on your behalf at all times, both in the event that you become unable to act for yourself or even if you retain the ability and authority to act for yourself.

Advance Directive for Health Care – Designation of Health Care Representative

Aside from the financial power of attorney documents, there is also a third type of power of attorney which deals only with health care. This document is the Advance Directive for Health Care – Designation of Health Care Representative.

You sign this document to appoint your health care representative with authority to make medical decisions for you when you become unable to make them yourself, or to state what kinds of treatment you would or would not want, or to do both.

Creating a “power of attorney” has important consequences for your health care. Everyone entering the Hospital should consider formulating a “Durable Power of Attorney” so that everyone involved with your treatment will be aware of your wishes, and whether you are outlining any requests or restrictions.

For more information please contact the Department of Case Management (732) 937-8702.

Advance Directive

Living Will

An Advance Directive is a document which allows you to give written instruction to your health care professionals indicating the type of health care you would wish to receive or reject in the event you become unable to express these decisions yourself. You do not need an attorney or physician to create one, although you may consult one if you wish. There are three different types of Advance Directives:

Proxy Directive – In this document you name a person as your health care representative to make health care decisions on your behalf when you are unable to make these decisions. Your proxy can interpret your wishes to your physicians when you are unable.

Instruction Directive – In this document you provide written instructions about the type of health care you would want or not want performed for you under various circumstances.

Combined Directive – In this document, you name both a health care representative and provide written instruction.

All patients entering Robert Wood Johnson University Hospital will be asked upon admission whether they have an Advance Directive, and if so, they will be asked to provide it to the Admissions Coordinator. A copy of the Advance Directive will be made part of your medical record. Your physician will make note of the Advance Directive and the name of your health care representative in your medical record. From time to time, your physician, nurse or other hospital staff member may offer

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to discuss your Advance Directive and available treatment options with you in an effort to assist you. Any physician who feels he or she cannot honor the terms of your Advance Directive based on moral, ethical or religious grounds will assist you in transferring care to another attending physician who can honor your directive.

When writing your Advance Directive, you should be as specific as possible as to the conditions and situations under which you would want to receive or reject particular health care treatment.

Your Advance Directive takes effect only when you no longer have the ability to make your own decisions about your health care. You may modify or revoke your Advance Directive at any time merely by informing a physician, nurse or anyone else who can notify them of your choices. Naturally, you have the right to change your mind at any time.

Although hospital employees will not prepare an Advance Directive for you, you may request forms prepared by The New Jersey Commission on Legal and Ethical Problems in the Delivery of Health Care. These forms include informational materials that describe terms you should understand before you begin to write your Advance Directive. To obtain these materials, please contact one of the following departments at Robert Wood Johnson University Hospital:

Pastoral Care: (732) 937-8504

Case Management: (732) 937-8702

Bioethics Committee

Robert Wood Johnson University Hospital has a Bioethics Committee comprised of doctors, nurses, medical ethicists, chaplains, clergy, social workers, attorneys, hospital administrators, and members of the community. This committee meets to discuss the ethical and legal concerns raised by individual cases and to help those involved deal with difficult decisions. The committee reviews the issues and provides guidance and support to families, patients and physicians.

In the event of a disagreement between family members or other caregivers concerning your wishes regarding life-sustaining treatment, or other issues in connection with your Advance Directive, the Bioethics Committee is available to hear such disputes. Anyone directly involved can request a consultation with the committee by contacting the committee's chairperson who may be reached through your physician, or a member of the hospital nursing, pastoral care, or case management staff.

Creating an Advance Directive/Living Will has important consequences for your health care. Everyone entering the hospital should consider executing an Advance Directive so that all those involved with your treatment will be aware of your wishes, and whether you are outlining requests or restrictions.

Should you choose not to receive life-sustaining treatment, we will comply with your wishes in conjunction with the law and hospital policy.

Although Robert Wood Johnson University Hospital supports the making of Advance Directives by its patients, our policy states that “no patient will be discriminated against with regard to the provision of care, or in any other way, based on whether or not that patient has executed an Advance Directive.”

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

I. Who We Are:

This Notice describes the privacy practices of Robert Wood Johnson University Hospital, and the physicians, nurses, technologists, and other individuals that work at Robert Wood Johnson University Hospital (“RWJUH”, “we” or “us”).

II. 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 health care you have received, or payment for your health care. We are required to abide by the terms of this Notice (or other notice in effect at the time of the use or disclosure).

III. Uses and Disclosures without Your Authorization:

A. Use and/or Disclosure for Treatment, Payment and Health Care 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 health care operations as detailed below.

1. For treatment purposes. We will use your Protected Health Information to provide you with health care, and we will disclose your Protected Health Information to personnel within our facility who provide you with health care 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 may also disclose your Protected Health Information for laboratory and pharmacy-related services, and to personnel of another health care 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 health care services we provide to you. If applicable,

we may also disclose your Protected Health Information to a health insurance company if you have an agreement with the insurance company which 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 health care operations. We may use and disclose your Protected Health Information within our facility in order to perform support functions necessary for the operation of RWJUH. 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 health care services that you received or to evaluate the performance of the health care professionals who provided health care 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 may also be accessed, in a limited manner, in order to contact you to help us raise funds (see section D on the next page for further details).

- B. Use or Disclosure for Directory of Patients in RWJUH. Unless you disagree or object, we may include your name, location in RWJUH, 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 health care, 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 PHI to such a person (but only to the extent that the Protected Health Information is directly relevant to that person's involvement with your health care) 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 RWJUH. 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 health care 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 RWJ University Hospital Foundation at (732) 745-7393.

- 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 health care 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.
- 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 may also 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.

IV. 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 on page 37.
- 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 health care decisions on your behalf (spouse, primary caretaking partner, an appropriate family member, etc.). Under certain circumstances, such information may also 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, health care providers, etc.

V. 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 may also 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 health care 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 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 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.

- D. **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 health care 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.
- E. **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.
- F. **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 health care operations as provided above;

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- 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 RWJUH 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 (6) years from the date of your request. The first accounting requested in any twelve (12) month period is free. For each subsequent request for an accounting within the same twelve (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).

G. Right to Get a Paper Copy of This Notice. If you agree, we may choose to provide you with this Notice by e-mail. However, even if you so agree, you still have the right, upon request, to obtain a paper copy of this Notice.

VI. Effective Date and Duration of This Notice:

- A. Effective Date. This Notice is effective on April 14, 2003.
- 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 RWJUH and on our Internet site at www.rwjuh.edu. You also may obtain any new notice by contacting the Privacy Officer.

VII. Privacy Officer:

You may contact the Privacy Officer at:

Privacy Officer
Robert Wood Johnson University Hospital
1 Robert Wood Johnson Place
New Brunswick, New Jersey 08901
Telephone Number: (732) 828-3000, ext. 5463

Peer Review Organization

The health care Quality Improvement Organization of New Jersey is PRO NJ. It is contracted by the federal government to ensure Medicare patients receive quality medical care. If you think you are being discharged from the hospital too soon, talk to your doctor. If, after discussing the situation with your doctor, you still feel that you are being discharged too soon, make sure you obtain a written Notice of Non-Coverage from the hospital. The PRO will respond to your request for a review, a reconsideration, and ultimately, an appeal of this decision. The phone number of the office responsible for

review in your area is (732) 238-5570. If you would like additional information about your rights as a Medicare patient, please ask to speak to your Outcomes Manager.

Your Rights as a Medicare Patient

Hospitals are required by law to give every Medicare patient upon admission a copy of a notice entitled, An Important Message From Medicare. This message is stated below:

Your Rights as a Hospital Patient

- You have the right to receive necessary hospital services covered by Medicare, or covered by your Medicare Health Plan (“your Plan”) if you are a Plan Enrollee.
- You have the right to know about any decisions that the hospital, your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it.
- Your doctor, your Plan or the hospital should arrange for services you will need after you leave the hospital. Medicare or your Plan may cover some care in your home (home health care) and other kinds of care, if ordered by your doctor or by your Plan. You have the right to know about these services, who will pay for them, and where you can get them. If you have any questions, talk to your doctor or Plan, or talk to other hospital personnel.

Your Hospital Discharge & Medicare Appeal Rights

Date of Discharge: When your doctor or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too

soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.

Your Right to an Immediate Appeal without

Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as a QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll-free, 24 hours a day, at 1-800-MEDICARE (1-800-633-4227), or TTY/TTD: 1-877-486-2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive a noncoverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or of your Plan).

If you would like more information on the PRO NJ, you may contact them at:

PRO NJ
557 Cranbury Road, Suite 21
East Brunswick, NJ 08816
(732) 238-5570

About Your Hospital Bill

Insurance

Robert Wood Johnson University Hospital is a member of most insurance networks. We will submit a bill to your insurance carrier on your behalf for all hospital services rendered. If you are covered under more than one policy, you must bring identifying information for all coverage. If you are enrolled in a Medicare or Medicaid Managed Care Plan, please bring both your Managed Care ID card as well as your Medicare/Medicaid card.

If your hospitalization plan requires pre-authorization of your admission, you are required to obtain this. If your admission resulted from a work related injury (workers' compensation) or a car accident (no-fault), you are required to provide us with an insurance claim number along with other pertinent insurance information.

Payment

If you are a Medicare beneficiary without secondary insurance coverage or your insurance plan requires payment of a deductible/copayment, you may be required to pay this amount upon admission. In most other situations, we will submit a bill to you for the uncovered amount due after your insurance carrier remits their payment. Please remember it is the patient's obligation to pay any amount not covered by insurance.

If you do not have insurance coverage, have very limited insurance benefits or your insurance will not cover specific hospitalization, you will be required to pay a deposit. In such circumstances, please contact a representative of our Credit

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Department at (732) 937-8555 to make the necessary financial arrangements.

Personal convenience items, such as television, telephone, private room (for patient's convenience) etc., are not covered by any insurance and must be paid for at the time of admission.

Shortly after your discharge, you will receive a statement of your hospital bill. Your insurance company (if you have one) will be billed for covered services. After your insurance carrier remits their payment, any uncovered amount, not previously paid by you, will be billed to you.

Private Physician Bills

Physicians' fees are billed separately by your physician(s) and are not part of the hospital bill. These include but are not limited to physicians in the following areas: anesthesia, emergency department, laboratory, or radiology. You may receive separate bills from physicians who were either associates of your primary physician or were called in for consultation by your primary physician during your hospitalization. These physicians will also bill separately.

Please note: If a physician's interpretation or reading is required for diagnostic or therapeutic ancillary testing (for example EKG, EEG), you will receive a separate bill. In some cases, the physician may not participate with your insurance plan even though you have been approved care at RWJUH. It is always wise to ask your doctor or caregiver about their participation with your plan.