

Important Phone Numbers

Newark Beth Israel Medical Center and Children's Hospital of NJ

(Area code is 973 unless noted)

Main	926-7000
Patient Information	926.8000
Patient Satisfaction/Pastoral Care	926.7180
Case Management/Social Work Services	926.7278
Discover Rx Retail Pharmacy	926.7422
Food and Nutrition	926.7152
Gift Shop	926.7313
Newark Beth Israel Medical Center and Children's Hospital of NJ Foundation	926.7018
Radiology	
Imaging	926.7466
Outpatient CT/ MRI	926.6560
Reports/Media	926.7691
Security	926.7455
Tobacco Dependence Treatment	926.7978

DIAL **6HELP (64357)** For TV, Phone, Housekeeping, Food Services, and Patient Advocate Assistance

barnabashealth.org

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

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

BARNABAS HEALTH
Newark Beth Israel Medical Center

Children's Hospital of New Jersey

201 Lyons Avenue at Osborne Terrace
Newark NJ 07112

nbi522-6/12

patientguide

A helpful guide for you during your stay at Newark Beth Israel Medical Center and Children's Hospital of New Jersey



BARNABAS HEALTH
Newark Beth Israel Medical Center

Children's Hospital of New Jersey

Barnabas Health

Welcome To Our Patients,

We are pleased that you have chosen Newark Beth Israel Medical Center and Children's Hospital of New Jersey, a Barnabas Health facility, for your health care. Our exceptional physicians, nurses, employees and volunteers will do their very best to ensure that your hospitalization is clinically superior and as comfortable as possible.

In selecting Newark Beth Israel Medical Center and Children's Hospital of New Jersey, you are being treated at one of the six acute care hospitals of the largest health care delivery system in New Jersey and one of the leading systems in the nation. Barnabas Health also includes a behavioral health center, ambulatory care facilities, two children's hospitals, specialized women's services, geriatric centers, a statewide behavioral health network, and comprehensive home care and hospice services.

Our 18,000 employees, 4,600 physicians and 445 residents and interns provide treatment and services for more than two million patient visits and admissions each year. We strive at all times to provide the finest quality care in the finest healing environment.

Barnabas Health receives widespread recognition for clinical excellence and patient safety. Among our nationally renowned services are: New Jersey's only certified burn treatment facility (top 10 in the U.S.); world-class cardiac surgery services for adults ("50 Best in the U.S." 2010-2012 by U.S. News & World Report); heart transplant program (ranked 3rd in the U.S., performed nearly 700 transplants); pediatric cardiac surgery in partnership with NYU School of Medicine; New Jersey's only lung transplant program; two kidney transplant centers, (ranked 2nd of 240 programs in the U.S.); primary and comprehensive stroke centers; certified advanced heart failure and acute coronary syndrome programs; wide range of robotic surgery services; renowned neurology and neurosurgery program; highly respected assistive reproductive technology program; comprehensive cancer services for adults and children; and the full spectrum of women's and children's services.

Thank you for choosing Newark Beth Israel Medical Center and Children's Hospital of New Jersey. Our entire team wishes you good health.

Cordially,



Barry H. Ostrowsky
President and Chief Executive Officer
Barnabas Health



Newark Beth Israel Medical Center and Children's Hospital of New Jersey

On behalf of the Board of Trustees, all medical center physicians, employees, and volunteers, I welcome you to Newark Beth Israel Medical Center and Children's Hospital of New Jersey, affiliates of Barnabas Health.

This patient guide has been prepared to help you understand our services and to make your stay here more pleasant. The guide explains everything from the admissions process and nursing care to accommodations and discharge needs. It also provides you and your family with information about visiting hours, your rights as a patient, and medical center services.

As part of the Barnabas Health team, we are dedicated to providing you with quality care and the highest level of patient satisfaction during your stay. By taking pride, taking ownership and delivering excellence, every medical center employee, from physicians, nurses and aides to dietary personnel, housekeeping and others, will work to make your stay as comfortable as possible.

If you have a concern, please feel free to contact a member of the nursing staff or one of the medical center's patient representatives. We are committed to your good health and safety.

We hope this patient guide will be helpful to you and will answer any questions you might have regarding your hospitalization. Thank you for choosing Newark Beth Israel Medical Center and Children's Hospital of New Jersey as your health care provider.

Sincerely,



John A. Brennan, MD, MPH
President and Chief Executive Officer, Newark Beth Israel Medical Center
and Children's Hospital of New Jersey

Our Mission

The spirit that infuses Newark Beth Israel Medical Center and Children's Hospital of New Jersey is its commitment to excellence. Our mission is to achieve this excellence through:

- ❖ The delivery of primary health care to all who need our service
- ❖ The provision of health care to patients drawn to the medical center because of specialty capabilities
- ❖ Meeting the undergraduate, graduate and continuing educational needs of health care professionals
- ❖ Education of those entering health care professions
- ❖ Physicians and staff, dedicated to compassionate care and healing, who enhance skills through education and research.
- ❖ The delivery of safe, clinically appropriate care in an environment focused on improving patient safety through a proactive approach
- ❖ Interacting with the highest integrity and commitment to regulatory compliance

Our Vision For The Twenty First Century

Newark Beth Israel Medical Center and Children's Hospital of New Jersey will be the health care delivery system of choice, which provides outcomes demonstrating the highest standards of clinical practice and customer satisfaction.

Tobacco and smoke free campus

The hospital campus is tobacco and smoke free. This means that smoking and the use of all tobacco products are prohibited inside all buildings and anywhere on the grounds throughout the campus. Smoking is one of the top four causes of death. By maintaining a tobacco and smoke-free environment, we are discouraging the use of tobacco products, eliminating secondhand smoke in our environment. As a patient, you can receive nicotine replacement therapy with a prescription from your physician. Please be sure to speak to your nurse or doctor for more information. For more information on How to Quit Smoking please see page 23.

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When You Arrive

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

If English is not the language that you prefer to communicate in, please tell your nurse. We will provide you with a language line telephone to assist in our communications with you.

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

Managing Your Valuables

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

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

Newark Beth Israel Medical Center assumes no responsibility for the lost of, or damage to any personal belongings or valuable retained in your possession.

Meeting your special needs

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

Disability assistance

Newark Beth Israel Medical Center and Children's Hospital of New Jersey is committed to ensuring that patients receive information and communication pertaining to the services being rendered to them. To this end, Newark Beth Israel Medical Center and Children's Hospital of New Jersey fully supports the Americans with Disabilities Act (ADA) by providing the following: designated parking, adaptive equipment, and elimination of physical barriers.

Communication needs

Please let your nurse know if you have a special communication need so that we can make appropriate arrangements for your communication needs.

Hearing needs

Newark Beth Israel Medical Center and Children's Hospital of New Jersey will provide appropriate auxiliary aids and services to patients who are hearing impaired or require the use of a sign language interpreter. Newark Beth Israel Medical Center and Children's Hospital of New Jersey subscribes to Deaf Talk, an electronic system that allows us to communicate with deaf or hard of hearing patients. Patients who communicate through sign language will be provided a qualified interpreter free of charge who will work with the patient and the health care team.

Language needs

In order to communicate effectively with patients when English is not the primary language, interpreters for multiple languages are available through a special language telephone line.

Spiritual Needs

Dealing with an illness can create a very stressful time in our lives and the lives of our families and friends. Newark Beth Israel Medical Center and Children's Hospital of New Jersey's chaplain and clergy representatives from within the community are there to support you and your

family during this time to attend to the spiritual and supportive needs of patients, families and staff. In addition, Pastoral Care Services works closely with our Social Work Department to ensure your family is aware of the support programs that are available within the community. Visits are made to all patients by the chaplains, if requested. Prayer, sacraments and counseling are always available.

To reach the Pastoral Care Services please call ext. 67180. In addition, for the comfort and convenience of patients and visitors, an Interfaith Chapel is located on the first floor. The Chapel is open 24 hours a day.

Kosher food disclaimer:

This institution serves pre-packaged and frozen food items that have been represented, by the vendor to have been prepared and packaged under requirements for proper kosher handling. Such items may or may not be included in the following categories:

Meat, Poultry, Fish, Eggs
Shortening and Oil, Emulsifiers
Flavors, Filling and Cremes
Breads, Rolls, Challah, Bagels, Bialys,
Cakes, Pastries, Doughnuts
Dairy Products Pareve Foods
Natural or Health Foods Wine and Grape Products
Items are served in their original packaging, and not co-mingled with non-kosher food items.

For additional information regarding our kosher foods, please contact our Nutrition and Food Services Department at ext. 67152.

Nurse call bell system

To call your nurse, press the call button on the nurse call controller. Always follow your doctor's orders and nurses' instructions concerning whether you may get out of bed, use the bathroom, etc. Whenever you need help getting around, use your call button and our staff will respond to you as soon as possible. Buttons are located at every bed and in each bathroom. We are committed to a quick response to your needs and are here to assist you. In addition, our nurses and health care team members conduct hourly rounding on each patient. This process is designed to anticipate a patient's needs such as assistance to the bathroom or administration of pain medication and to address their needs before the patient becomes uncomfortable.

Health Care Decisions And Ethical Guidance

Advance Directives

It is Newark Beth Israel Medical Center and Children's Hospital of New Jersey's policy to honor decisions made by patients admitted to the hospital concerning their medical care and patient's advance directive to the fullest extent of the law. An advance directive may be a living will, a health care proxy or a combination. It is mandated by the State of New Jersey that all adult patients admitted to the hospital be asked if they have an advance directive. If you have already prepared such a document, please be sure to bring a copy to the hospital upon your admission or have someone bring a copy for you for placement in your medical record.

An advance directive is an effective means of maintaining control over your medical care if you become unable to make decisions. We encourage you to discuss issues concerning your medical care with your family, friends and health care professionals and to consider seriously the advantages of preparing an Advance Directive. You may also call the Social Work Department at ext. 67278.

The hospital recognizes that there are times that we may be providing care and treatment to you on an outpatient basis. In most of these outpatient areas, should something happen to you that would require emergency care, the staff will ensure that you are transferred to our emergency department. The emergency department will then inquire if you have an advanced directive and the staff will then honor your directive.

Newark Beth Israel Medical Center and Children's Hospital of New Jersey will not modify the provision of care or otherwise discriminate against anyone based on whether or not that person has executed an advanced directive.

Bioethics committee

The Bioethics Committee is available free of charge to assist patients, families, and health care professionals who are faced with difficult medical decisions. The Committee comprised of nurses, physicians, clergy, lay people, social workers and others, can help clarify such issues as patient rights, end of life decisions and interpretation of the Advance Directive (Living Will). Consultation is available on a 24-hour, seven-day-a-week basis by calling the Operator and asking for a Bioethics Consultation.

Organ and tissue donation

The concept of organ and tissue donation deserves thoughtful consideration by everyone, for one donor can change the lives of up to 75 individuals. The Uniform Anatomical Giving Act, a federal law, now requires hospitals to perform specific blood tests for all patients who may be a candidate for organ or tissue donation in the future as part of their routine care. For more information about organ donation, or to obtain an organ donor card, contact the New Jersey Organ and Tissue Sharing Network at 1.800.SHARE.NJ, or call the NBI Liaison at ext. 67555.



Important Information For Patients And Their Families

As a patient in Newark Beth Israel Medical Center and Children's Hospital of New Jersey you have certain rights, under law and regulation, and to be informed of these rights in advance of providing or stopping care. These rights are extended to you regardless of your age, race, religion, national origin, sex, sexual preference, handicap, diagnosis, ability to pay or source of payment.

Patient Rights

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 designate a support person to be your representative and involve them in your decision.

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, and risks involved, time required for recovery, and any reasonable medical alternatives.

To make informed decisions regarding the course of care and treatment, including, resolving dilemmas about care decisions, formulating advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives, withholding resuscitative services, forgoing or withdrawing life sustaining treatment, care at the end of life, and managing pain effectively.

To participate in the development and implementation of your plan of care.

To receive information about pain and pain relief measures and to expect quick response to reports of pain.

To refuse medication and treatment after possible consequences of this decision have been made clear to

you, 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.

Communication and information

To have a family member or representative notified promptly of your admission to the hospital.

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 educational institutions involved in your treatment. You may refuse to allow their participation.

To receive, upon request, 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 receive a summary of your patient rights that includes the name and phone number of the hospital staff member who you can ask questions or complain about any possible violation of your rights.

Transfers

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

Personal needs

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

To express your spiritual beliefs and cultural practices as long as they do not harm others or interfere with treatment.

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

To receive care in a safe setting.

Patient visitation rights

To receive visitors whom you or your support person designate, including but not limited to a spouse, a domestic partner, another family member, or a friend.

To withdraw or deny visiting privileges to those individuals at any time.

To be informed whenever the hospital must limit or suspend visiting privileges for clinical purposes.

Freedom from abuse and restraints

To be free from all forms of abuse or harassment.

To be free from restraints and seclusion that is not medically necessary or if these are used for coercion, discipline, convenience, or retaliation.

Chemical or physical restraints that are imposed to protect the safety of you or others will be instituted only after less restrictive measures have been found to be ineffective and must be authorized by a physician and utilized only for a limited period of time.

Legal rights

To treatment and medical services without discrimination based on 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 the patient's own choosing for private professional nursing care during his or her hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures in regard to treatment protocols, and policies and procedures so long as these requirements are the same for private duty and regularly employed nurses. The hospital, upon request, shall provide the patient or designee with a list of local non-profit professional nurses association registries that refer nurses for private professional nursing care.

Medical records

To the confidentiality of your clinical record.

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

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

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 State or Federal programs to which you may be entitled.

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 special appeal process to which you are entitled by law if you disagree with the hospital's discharge plan.

Questions and complaints

To present questions or grievances to a designated hospital staff member and to receive a response and explanation of resolution in a reasonable period of time. You may directly contact the NJ Department of Health Complaint Hotline at 1.800.792.9770.

To a timely referral of concerns, regarding quality of care or premature discharge, to the appropriate Utilization and Quality Control Peer Review Organization by calling Healthcare Quality Strategies Inc. (HQSI) 732.238.5570.

Individuals may express concerns by contacting the Office of Quality Monitoring at The Joint Commission 1.800.994.6610 or via e-mail at complaint@jointcommission.org.

Individuals may express concerns by contacting **The Office of the Medicare Ombudsman's** at www.cms.hhs.gov/center/ombudsman.asp.

In case of any questions or complaints, you may call the Department of Patient Satisfaction at ext. 67180.

Your responsibilities as a patient

At Newark Beth Israel Medical Center and Children's Hospital of New Jersey, we believe the safety of health care is enhanced by the involvement of the patient, as appropriate to his or her condition, as a partner in the health care process. We have provided the following patient responsibilities as a guide to what you, as a patient, should be aware of:

Communication

Provide to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications (prescriptions, herbal remedies, supplements, etc.) and other matters relating to your medical history, such as advance directives.

Report perceived risks in your care and unexpected changes in your health to the responsible practitioner.

Ask questions if directions and procedures are not fully understood or if you are not sure what you are expected to do.

Work with your doctor or nurse to develop a pain management plan, ask what to expect, ask for pain relief when pain first begins and tell the doctor or nurse if your pain is not relieved.

Follow instructions

Help develop and follow the care, service or treatment plan and express any concerns you may have about your ability to follow and comply with your proposed care plan or course of treatment.

Understand consequences about alternatives and outcomes if the course of treatment is not followed.

Take responsibility for maximizing healthy habits, such as exercising, not smoking and eating a healthy diet.

Follow rules and regulations

Follow hospital rules and regulations concerning patient care, conduct, visitation and safety.

Use both the health plan's and facility's internal complaint and appeal processes to address concerns that may arise or utilize the state's complaint hotline.

Show respect and consideration

Be considerate of others, both patients and staff. Please respect their rights to privacy, observe smoking and visitor regulations, and help control noise and disturbances by using your telephone, television, air conditioning and lights in a courteous manner.

Avoid knowingly spreading disease/illness.

Be aware of a health care provider's obligation to be reasonably efficient and equitable in providing care to other patients.

Meet financial obligations

Meet any financial obligation agreed to with the hospital.

Become knowledgeable about your health plan coverage and options. Provide information about your health insurance and personal identification for billing purposes.

Abide by administrative and operational procedures of health plans, health care providers and government health benefit programs.

The patient's family or surrogate decision-maker assumes the above responsibilities for the patient if the patient has been found by his or her physician to be incapable of understanding these responsibilities, has been judged incompetent in accordance with law, or exhibits a communication barrier.

Your rights while you are a Medicare hospital patient

You have the right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to federal law, your discharge date must be determined solely by your medical needs, not by "DRGs" or Medicare payments.

You have the right to be fully informed about decisions affecting your Medicare coverage and payment for your hospital stay and for any post-hospital services.

You have the right to request a review by Healthcare Quality Strategies Inc. (HQSI), formally the Peer Review Organization PRO, of any written Notice of Non-coverage that you receive from the hospital stating that Medicare will no longer pay for your hospital care. HQSI are groups of doctors who are paid by the Federal Government to review medical necessity, appropriateness and quality of hospital treatment furnished to Medicare patients. The address and phone number of the agency for your area is: Healthcare Quality Strategies Inc., 557 Cranbury Road, Suite 21, East Brunswick, New Jersey 08816-4026. Telephone 732.238.5570

Talk to your doctor about your stay in the hospital

You and your doctor know more about your condition and your health needs than anyone else. Decisions about your medical treatment should be made between you and your doctor. If you have any questions about your medical treatment, your need for continued hospital care, your discharge, or your need for possible post-hospital

continued on next page

care, don't hesitate to ask your doctor. The hospital's Case Manager, at ext. 67278, will also help you with questions and concerns about hospital services.

If you think you are being asked to leave the hospital too soon

Ask a Case Manager for a written notice of explanation immediately, if you have not already received one. This notice is called a "notice of non-coverage." You must have this notice of non-coverage if you wish to exercise your right to request a review by the State Quality Improvement Organization. The Quality Improvement Organization for New Jersey is Health Care Quality Strategies Inc., also known as HQSI.

The notice of non-coverage will state either that your doctor or the PRO agrees with the hospital's decision that Medicare will no longer pay for your hospital care.

If the hospital and your doctor agree, HQSI does not review your case before a notice of non-coverage is issued. But HQSI will respond to your request for a review of your notice of non-coverage and seek your opinion. You cannot be made to pay for your hospital care until HQSI makes its decision, if you request the review by noon of the first work day after you receive the notice of non-coverage.

If the hospital and your doctor disagree, the hospital may request HQSI to review your case. If it does make such a request, the hospital is required to send you a notice to that effect. In this situation, HQSI must agree with the hospital or the hospital cannot issue a notice of non-coverage. You may request that HQSI reconsider your case after you receive a notice of non-coverage. But since your HQSI has already reviewed your case once, you may have to pay for three days of hospital care before HQSI completes this reconsideration.

If you do not request a review, the hospital may bill you for all the costs of your stay beginning the day following the day of the receipt of the hospital notice of non-coverage. The hospital, however, cannot charge you for care unless it provides you with a notice of non-coverage.

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 for post-hospital care to a skilled nursing facility, home care or hospice and palliative care program. The discharge planner at the hospital will help you arrange for the services you may need after your discharge. Medicare and supplemental insurance policies have limited coverage for skilled nursing facility care and home care. Therefore, you should find out which services will or will not be covered and how payment will be made.

Barnabas Health recognizes the importance of providing the patients it serves with a complete continuum of care. After being discharged from the hospital individuals have access to a wide range of post acute care services to choose from including services provided by Barnabas Health to ensure their health care goals are met. Please consult with your physician or discharge planner for more information.

Do not hesitate to ask questions.

Patient rights under HIPAA (Health Insurance Portability & Accountability Act of 1996)

Our hospital can disclose your protected health care information for the purposes of treatment, payment, and health care operations. We may contact you to provide appointment reminders, information about alternative treatments, or other health-related services that may benefit you. We may disclose your protected health care information to your family, friends, or anyone identified by you that is involved in your care or payment for your care but may only disclose that information that is directly relevant to their involvement in your care or payment for your care. And we may also disclose your information to notify a family member, or personal representative of your location and general condition.

Your Stay with Us

Linens

Newark Beth Israel Medical Center and Children's Hospital of New Jersey cares about the environment and has developed a linen policy to help conserve the world's natural resources. Bed linen is freshened on a daily basis. It is completely changed as conditions warrant; after every discharge; and per request.. This minimizes our impact on the environment by reducing water and energy consumption and the amount of detergent wastewater that must be recycled within our community. If there is a condition that necessitates an immediate change of linen,

please speak with a member of the nursing staff, who will be happy to assist you.

Room cleaning

Your room will be cleaned daily by a fully trained member of our Environmental Services Team. If your room requires any extra or special attention, please feel free to notify your nurse or call Guest Services at ext. 67195.

Keeping You In Touch

About your telephone service

Activating your telephone service will incur a daily charge. Once activated all domestic calls are free.

When making calls outside the local area or long distance calls, dial 9 + 0 + area code and number.

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

If you experience a problem with your telephone service, please speak to a member of your care team or call Telecommunications at ext 68488.

Cellular phones and cameras

As part of our continuing efforts to maintain patient privacy and confidentiality while promoting a healing, soothing environment; the use of cellular phones and cameras is strictly prohibited in patient care areas. Cellular phones may be used in the main or outpatient lobby, snack bar and waiting rooms.

About your television

Activating your television service will incur a daily charge. The Patient Education Channels are provided at no cost. Your nurse will instruct you on its use. If you experience a problem with your television service, please speak to a member of your care team or call Telecommunications at ext 68488.

All patient televisions in the facility can display programs that are broadcast in Closed Caption. If you require

closed captioning, please speak with your nurse or call Patient Satisfaction at ext. 67180.

Patient education channels

Tune into channel 45 for The Patient Experience to find out what to expect from the moment you enter the hospital until you leave.

A complete list of programming is available upon request.

Wireless Internet Access is Available

Patients and visitors can access the internet through their own personal device from any location within the hospital.

If you are familiar with setting up wireless access, the SSID for our network is called NBIPIA. Double-click on NBIPIA and you will be prompted for a password. The password can be obtained from the Nursing Staff on your unit.

Open your browser and connect to a web site. You will see our Internet Policy Page and once you accept the terms of the policy you will be able to surf the web.

If you need assistance to get on line, support for Public Internet Access at Newark Beth Israel Medical Center is provided by Single Digits. Single Digits can be reached toll free at 1.888.266.1096.

Visitor Information

Visiting hours:

To provide quality care and privacy to our patients and to foster a healing environment, we ask that you observe visiting hours as outlined below. Children 14 years and older may visit patients.

Visitors must check in at the Information Desk at each visit and receive a visitor's pass to proceed through the building.

Medical/Surgical Units

11:00 a.m. – 8:00 p.m.

Oncology

Family/Support Person: 24-hour visitation
General: 11:00 a.m. – 8:00 p.m.

Critical Care Units/ICU

11:00 a.m. – 8:00 p.m.

Labor and Delivery

Two Designated Support Persons: 24 hours only in Labor and Delivery.

Mother/Baby Unit

11:00 a.m. – 8:00 p.m.

Pediatrics/Pediatric Critical Care Units

Parents or Legal Guardian: 24-hour visitation; one parent may stay overnight 11p.m. – 8:00 a.m.

NICU

Parents or Legal Guardian: 24-hour visitation.

Hospice

24-hour visitation.

Behavioral Health

Preferred visiting hours are outlined in the unit orientation materials provided upon admission. Please call the departments for more information:

Short Term Care Unit ext. 62800; Voluntary ext. 67091; CCIS ext.63393.

Pet Visitation

Pets may be allowed to visit in special circumstances and under certain conditions. Please call the Patient Satisfaction Department at ext. 67180 for more information.

Outside Phone Calls to the Nurse's Station

Calls are welcome anytime except 6:00 a.m. – 8:00 a.m. and 6:00 p.m. – 8:00 p.m.

A Special Note for Family, Support Persons and Friends

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

- ❖ Please limit the number of visitors at the bedside to two and be considerate about the length of your visit.
- ❖ Whenever possible, ask the nursing staff if there are specific times when your presence would be beneficial to the patient's comfort or your peace of mind.
- ❖ Please do not adjust any siderails, cribrails or equipment that may be in use without consulting the nurse.
- ❖ If your loved one is receiving patient controlled analgesia for pain, please do not push the button to administer additional doses of medication. Although you may mean well, this well-intentioned effort can result in serious medical problems for the patient.
- ❖ Assist us in creating a quiet, soothing and healing environment.
- ❖ Clean your hands upon entry and exit of the hospital room.
- ❖ Adhere to the policy regarding visiting hours.
- ❖ Visitors who are visibly ill (i.e. sneezing, coughing, etc.) should refrain from visiting.
- ❖ Shoes and shirts must be worn at all times in the hospital.
- ❖ Please check with the nurse regarding dietary restrictions before offering any food/beverage to a patient.
- ❖ You may be asked to leave the room during a physician visit or treatment. This is to respect the privacy of our patients.
- ❖ Because you know your loved one best, you may "sense" that "something just does not look or feel right" even when this change may not be obvious to the staff. As partners in the care process, if you feel your family member is experiencing a worsening of their condition that the staff do not seem to be aware of, please bring this change to the attention of the patient's nurse so that they can conduct an evaluation of the situation. In addition to the patient's nurse, we maintain a team of specially

trained clinicians who are able to come to the bedside and assist the nursing staff in assessing patients who are experiencing a worsening condition. This team is called our Rapid Response Team. We encourage our patients and visitors to access the Rapid Response Team if they feel additional help is needed by dialing ext : 111.

Coffee shop

Located on the first floor of the Discharge Lobby, the Coffee Shop is open to our outpatients and visitors 7 days a week, 24 hours a day.

Amenities

Information regarding the following services is available via Patient Satisfaction, ext. 67180:

- ❖ Area Restaurants
- ❖ Patient Leisure Activities
- ❖ Car Rentals
- ❖ Points of Interest Brochures
- ❖ Daily Newspaper Delivery
- ❖ Hotel Accommodations
- ❖ Worship Services
- ❖ Banks

Mail, flowers and balloons

Deliveries are made throughout each day by our wonderful volunteers through the Volunteer Resource Center. No food, flowers or balloon bouquets are permitted in any of the patient rooms in the Intensive Care Unit and Coronary Care Unit. Due to the potential health risk concerning latex allergies, latex balloons are not permitted in the hospital. Flowers and Mylar balloons are available for sale in the Gift Shop.

ATM Machine

Located on the first floor in the Main Lobby and at 166 Lyons Ave. in the Pediatric Health Center.

Gift shop

Our Gift Shop is located on the first floor of the Main Lobby in front of the Information Desk. The Gift Shop offers a wide range of items for patients or to commemorate that special birthday, anniversary or holiday. The Gift Shop is open Monday through Friday, 8:30 a.m. – 8:00 p.m., Saturday, 10:00 a.m.– 8:00 p.m. and Sunday, 10:00 a.m.– 8:00 p.m. If you have any questions you may call the Gift Shop at ext. 67313.

Lost and found

To inquire about an item that has been lost, call Security, ext. 67455.

Your meals

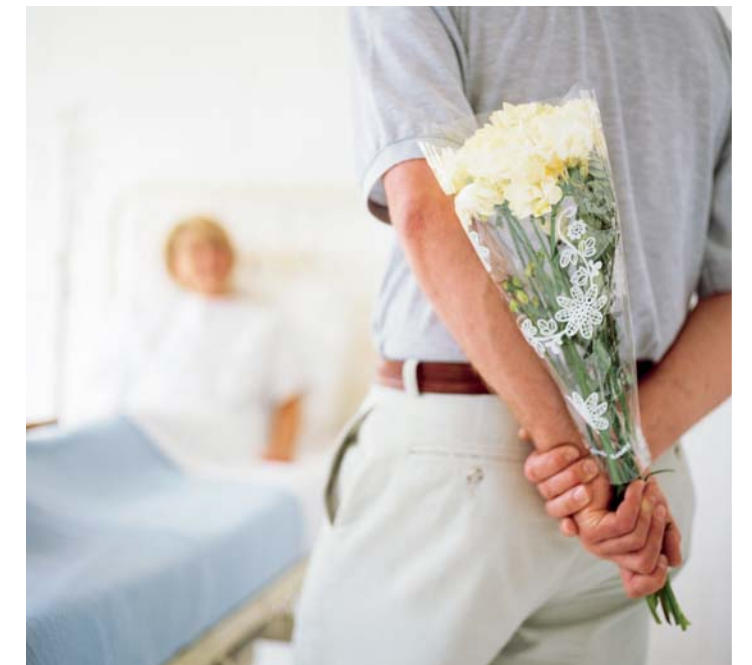
The Nutrition and Food Services Department continually provides you with quality meals and service during your stay. Proper nutrition is an integral part of your recuperation and meals are carefully planned to be nourishing and appealing. Keep in mind that your physician determines your diet prescription, and your diet may change during your stay due to changes in your condition or in preparation for tests or procedures.

Our dietitians will be happy to provide you with guidelines regarding your special diet or discuss nutrition questions that you may have.

To assist you with your daily lunch and dinner selections, you will be visited by a Nutrition and Food Services Representative prior to lunch and dinner, Monday through Friday. This representative will discuss your daily menu choices and assist you with ordering your meals. If weekend menu selections are not to your liking, you may call our Dietary Department by dialing ext. 67152 to hear other menu items. We will gladly work with you to accommodate your requests. Kosher and vegetarian items are always available. Tune into channel 54 to view useful information on your diet.

Parking

There is a fee for general parking. Bring parking ticket in to lobby to pay.



Managing Your Pain

Pain management is an important part of your treatment plan. Pain can affect your physical health, relationships and how quickly you recover from your illness. It is important that we work together with you to manage your pain and keep you as comfortable as possible. Proper pain management can dramatically improve your hospital stay.

When you are admitted you will be asked several questions regarding your pain. Your answers will help the health care team to develop your pain treatment plan. You may also use the chart below to assist you in explaining your pain. You will be asked regularly if you are experiencing pain, to describe the pain, and if interventions were effective in relieving your pain. In addition, our nursing staff will focus on your pain management needs as a vital component of our hourly rounding program.

Help us to help you by telling us:

- ❖ when you have pain
- ❖ when your pain is not relieved
- ❖ using some of these words to describe your pain: aching, bloating, dull, numbing, burning, stabbing, cramping, throbbing, constant, radiating, cutting.
- ❖ if you have other symptoms along with your pain
- ❖ if you have any concerns about taking pain medication
- ❖ if you are experiencing any side effects from your pain medication such as nausea, constipation, dizziness, itching, etc.
- ❖ any other questions or concerns you may have about your pain.

Pain rating scale



Your Health and Safety — A Partnership

Speak Up!

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

The “**Speak Up**™” program urges patients to get involved in their care. Here is how...

- S** Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.
- P** Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.
- E** Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- A** Ask a trusted family member or friend to be your advocate.
- K** Know what medications you take and why you take them.
- U** Use a hospital clinic, surgery center, or other type of health care organization that has undergone rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission.
- P** Participate in all decisions about your treatment. You are the center of the health care team.

An integral part of Newark Beth Israel Medical Center and Children's Hospital of New Jersey's mission is to provide the highest quality of care to all of our patients and customers in the safest manner possible. As an organization we continually look for opportunities to improve the care and services we offer by looking to those who provide services and those who receive our services to help us identify quality and safety concerns. We remain open to suggestions and value your input on how we can continue to improve the quality and safety of the care we provide. Should you have a quality or safety concern or suggestion, we encourage you to contact a member of our Administrative Team at extension 67180.

You and your loved ones are a vital part of our organization. We commit to you that we will work together to resolve your concerns as quickly as possible. If your concerns can not be resolved through the Hospital Administration Representative, continued concerns about quality and safety may be expressed to The Joint Commission Office of Quality Monitoring via e-mail to complaint@jc.org or by calling 1.800.994.6610 or by contacting the New Jersey Department of Health and Senior Services Compliant Hotline at 1.800.792.9770.

Color-Coded Wristbands

As part of the admission process you will receive a patient identification arm bracelet. This bracelet is very important and will be checked by different members of the health care team before you receive any tests, treatments, procedures or medication. You should check the bracelet before it is applied to your wrist to make sure the personal information such as the spelling of your name, age and birth date are correct. Please do not remove your identification bracelet prior to being discharged from the hospital.

Newark Beth Israel Medical Center and Children's Hospital of New Jersey has joined with other area hospitals and health care facilities in using a standardized color-coded system for identifying important patient risks such as allergies and risk for falls.

By standardizing these colors, we reduce the risk of making a mistake related to these important risk factors. As part of our partnership, we encourage you to remove any “For – Cause” bracelets that may be confused with this extremely important communication tool. Should you choose to continue to wear your “For-cause” bracelet(s), we will request that you complete a special form.

Safe Surgery — Safe Procedures

Having to undergo surgery or a procedure can be frightening. We at Newark Beth Israel Medical Center and Children's Hospital of New Jersey want you to know some of the very important safety steps that we take before and during each surgery to enhance your safety.

First, when you and your physician determine that surgery or a procedure is the treatment of choice, your

continued on next page

physician will need to provide very specific surgical information to our Operating Room staff just to schedule your case. This information includes the type of surgery, location of the surgery and whether the surgical procedure is limited to your right or left side.

In preparation for your surgery or procedure, various staff members will need to confirm your identity and will review with you what kind of surgery you are having and the part of your body to be operated on. This information is used to double-check the information provided by your surgeon and recorded in our records. In addition, we will use other sources of information such as x-rays, scan results and the surgical consent to double and triple check the information.

Just prior to the beginning of your surgery, your surgeon will mark the surgical site as part of our safety strategy. In the event that the site cannot be directly marked, we will use a secondary marking system developed by the hospital.

While you are in the operating room, your surgeon and other health care providers that will be part of your surgical team will again, review this information to confirm that this information is correct. This process is known as “Time Out.”

All of these steps are designed to reduce the risk of a medical error and enhance the safety of our patients.

Preventing Infections

Fighting Infections

While you’re in the hospital to get well, you should know that there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you – including doctors and nurses also wash their hands.

Alcohol-based hand cleaners are a suitable substitute for soap and water in most cases. You will see these hand cleanser dispensers throughout the hospital in convenient locations.

You, your family and friends should wash hands:

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It is also important that your healthcare team wash their hands with either soap and water or with an alcohol-

based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



Happy Birthday to You!

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



With or without Soap

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

Vaccinations

Influenza (Flu) Vaccine

The virus that causes influenza (flu) changes often. Because of this, the influenza vaccine is updated each year. Protection develops about 2 weeks after the vaccination and may last up to a year. Influenza is a serious disease that spreads from one infected person to others. Flu season in the United States is from November to April each year.

Who should get the “flu shot”?

The Influenza vaccine will be offered to all patients ages 6 months and older.

The influenza vaccine is offered from October 1 to March 31 each year. Please contact your nurse for more details.

Pneumococcal (Pneumonia) Vaccine

The pneumococcal vaccine protects you from diseases due to bacteria called pneumococcus. The most common disease is pneumonia. Pneumococcal disease can lead to serious illness and even death.

Who should get the “pneumonia shot”?

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

If you are 65 years or older, you only need to get the “pneumonia shot” once in your lifetime. The vaccine can be given any time of the year. Contact your nurse for more information.

Your Health and Safety — Preventing MRSA

Help stop the spread of MRSA (Methicillin Resistant Staphylococcus Aureus)

“Staph” is a type of bacteria commonly carried on the skin or in the nose of healthy people and does not cause an infection. At other times, this bacteria can and does cause infections. Staph infections often appear as a pimple or boil on the skin and are treated without antibiotics. But, if left untreated, the staph infection can get worse and spread to the bloodstream or lungs causing serious illness.

MRSA is a staph bacteria that is resistant to certain antibiotics. This makes treating the infection more difficult. Anyone can get a MRSA infection. It is more common in hospitals and nursing homes where people have a weakened immune system but it is now becoming more common in the community as well.

To prevent others from getting infected with MRSA

- ❖ If you think you have a staph skin infection, see your health care provider right away. Follow their directions regarding treatment, medication, and wound care.

- ❖ Keep skin infections covered; pus and drainage can easily spread infection to others.
- ❖ Do not share personal items such as towels, razors, bar soap or clothing that may have come in contact with the infected area.
- ❖ Wash towels, bedding and clothes in hot water and bleach and use a dryer with hot air to kill the bacteria.
- ❖ Wash your hands thoroughly with soap, water and friction. It is not necessary to use an antibacterial soap.
- ❖ Tell all health care providers that you have or had a staph or MRSA infection.

If needed, your nurse can provide you with more information on other types of Multi-Drug Resistant Organisms (MDRO) such as VRE and C. difficile.

preventing surgical-procedure site infections

Keeping you safe and avoiding infections is a number one priority to us. The doctors, nurses and other health care providers at our Medical Center adhere to the following steps to prevent surgical site infections:

- ❖ Cleaning their hands with an antiseptic agent just before surgery.
- ❖ Cleaning their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- ❖ Wearing special hair covers, masks, gowns and gloves during surgery.
- ❖ Giving you specific antibiotics at specific times before your surgery starts.
- ❖ If needed, removing some of your hair immediately before surgery using special clippers.
- ❖ Cleaning the skin at the site of your surgery with a special cleanser that kills germs.

Your Help In Preventing Surgical Site Infections

Most patients who have surgery do well. But sometimes patients get infections. Nationally, this happens to about 3 out of 100 patients who have surgery. Patients and their family members can help lower the risk of surgery/procedure related infections in the following ways:

Days or weeks before surgery when you meet with your doctors:

- ❖ Let the surgeon and anesthesiologist know if you are allergic to any medication and what happens when you take it.
- ❖ Tell the surgeon and anesthesiologist if you have diabetes or high blood sugar.
- ❖ Quit smoking. Talk to your doctor about how you can stop smoking.

The day or night before surgery:

- ❖ Follow any instructions that your surgeon or hospital staff has given you.
- ❖ **Do not shave near where you will have surgery. If hair removal is necessary, that will be done through a special technique by the surgical team. Shaving can irritate your skin making it more susceptible to infection.**

After your surgery:

- ❖ Make sure that we remember to wash our hands before providing care to you. Remember to wash your hands too.
- ❖ Avoid touching or having family or friends touch the surgical wound or dressing.
- ❖ Visitors should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands. If family or friends are not feeling well, ask them not to visit.
- ❖ Before you go home, your doctor or nurse will explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before leaving the hospital.
- ❖ Always clean your hands before and after caring for your wound.
- ❖ Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- ❖ If you have symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.



6 Infection Prevention Tips

Fight the spread of infections

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are six easy things you can do:

1. Wash your hands frequently using soap and warm water. Rub your hands really well for at least 15 seconds. Always clean your hands before touching or eating food and after you use the bathroom, take out trash, change a diaper, visit someone who is ill, or play with a pet.
2. Make sure health care providers clean their hands. Before they treat you, ask them if they have cleaned their hands. Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your private parts. Don't be afraid to gently remind them to wear gloves.
3. Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection to others. Keep tissues handy at home, work and in your pocket. Be sure to throw away used tissues and then clean your hands. Avoid sneezing or coughing into your hands, use the fold area of your elbow to provide protection.
4. As part of our Infection Control Program, we may need to require you and/or your visitors to wear specific Personal Protective Equipment such as a disposable gown, face mask and/or gloves. In order to protect you and your loved ones, signage placed outside your room will instruct visitors to see the nurse before entering the room. Please encourage your visitors to comply with the use of the Personal protective Equipment – for your protection and theirs.
5. If you have experienced surgery or an invasive procedure and have a wound, it is very important that you follow the instructions provided by your nurse in order to avoid a possible infection. Please do not touch or remove the dressing unless instructed by your nurse.
6. If you are sick, stay away from other people. Stay home if you have a fever. Call work or school and let them know you are sick. When you go for medical treatments, call ahead and ask if there's anything you can do to avoid exposing people in the waiting room.

These steps can help in preventing the spread of colds, the flu, and many other diseases.

Other important information that can help prevent infections during your stay include the following facts:

- a. If you have a catheter inserted in your vein:

A central venous catheter (line) is put into a large vein so you can get intravenous (IV) medicines, blood, fluids and/or nutrition. The line can stay in place for days or weeks. Everyone (you and your health care team members) should cleanse their hands before and after touching the line. Health care team members will check the skin around your line site every day for signs of infection (redness, warmth, increased drainage or pain). They will also check every day to see if the line is necessary.
- b. If you have a catheter inserted in the bladder: Your chance of infection increases the longer your catheter remains in place. Tell your nurse if the urinary catheter comes out or if you have pain, pressure, or the sudden urge to urinate.
- c. If you need a ventilator, also known as a respirator or breathing machine:

A ventilator is a machine that helps you breathe and supplies extra oxygen to the lungs. Ventilator-associated pneumonia is a lung infection you can get while connected to the ventilator. To prevent a lung infection:

 - The head of the bed may be elevated.
 - You may receive medicines to prevent ulcers and blood clots.
 - The health care team will check you each day to see if you can try breathing on your own.
 - Follow the breathing instructions you get from your health care team.
 - Ask your nurse or doctor about the influenza and pneumonia vaccines (shots).
 - Refrain from smoking which can lead to infections. If you smoke and need help to stop, please tell your nurse.
 - If you have diabetes, ask your doctor about the best ways to control your blood glucose. High blood glucose can increase your risk of infection.

Medications

Your Medication List

Whenever you visit the hospital or your physician, it is important that you bring a list of medications and dosages with you. This list should include over-the-counter drugs, vitamins, herbal remedies and other supplements. All necessary medications needed during your stay will be dispensed through the hospital's Pharmacy. If you bring medication with you, please show it to your nurse, and the hospital will safely store this for you during your hospitalization or request your family to take it home. Should we store the medication for you, it will be returned to you upon discharge.

At the time of your discharge, we will provide you with a new updated list of medications. Please use this list to communicate with those health care providers that you will visit following your discharge. Your nurse will review this list with you and provide you with additional information regarding the side effects of these medications as part of the discharge process. Never hesitate to ask questions about this list or the side effects to your medications.

After discharge, keep the information on the list up-to-date. Anytime your medications change, update the list. If you need help, ask your doctor, nurse, pharmacist or family member to help you.

Carry your medication list with you. Place it in your wallet or purse with other identification cards such as your license or insurance card.

Take this list to all health care visits. Take it to the hospital, to the pharmacy or any location where you will receive health care services. Leave a copy of the list with other important papers that you or your loved one would need to bring to the hospital.

Medication safety tips

- ❖ Do not stop taking the medication without asking your doctor.
- ❖ Discuss your current medications with your pharmacist or doctor before taking any new medications (including over-the-counter medicine, vitamins and herbal supplements).
- ❖ When possible, use one pharmacy for all your medications.
- ❖ Remember, it is okay to question your nurse about medications you receive in the hospital.

Know Your Meds

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking?
How often, and for how long?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

Know the side effects of your medications

Not understanding how to take our medications and what the potential side effects of our medications are, is not a recipe for staying healthy. Each time you are given a new medication during your stay, the nursing staff will be educating you on the purpose, how to take the medication and its potential side effects. In addition, many members of our healthcare team will be explaining the purpose of the medications you are taking, how to take those medications and what the potential side effects of those medications are to you. Listed below are some useful tips to help you:

- ❖ Read the medication education information that is given to you and keep it handy to use as a reference.
- ❖ Remember that not all patients experience the side effects listed in the medication education information.
- ❖ Do not hesitate to discuss with your doctor, nurse or pharmacist if you feel that you are having a reaction to your medication(s). There are often many alternatives that can be prescribed for you if you are unable to tolerate a medication.

Your Health and Safety - Preventing Falls

Preventing falls

Patients and families are invited to partner with our staff in an effort to promote safe practices and prevent falls while in the hospital and when discharged home. Please take a minute to review this information that contains basic safety tips about reducing the risk for falling. It is the policy of the hospital that a bed alarm be placed on any patient assessed to be at risk for a fall.

Falls (Why they can happen)

The risk of falling and possible injury resulting from falls affects everyone. The chance of falling may increase due to individual risk factors such as health factors, mobility, and the medication you take. These risk factors can affect muscle strength, balance and coordination and increase your risk for falling. Chances for falling may also increase with age because of body changes in muscle and bone strength, vision, hearing and in coordination.

What you can do to reduce your risk of falling

- ❖ Tell your doctor about any medical conditions you have, any falls you may have had, any weakness you feel in your muscles or "leg problems." Heart disease and high blood pressure can cause dizziness. Difficulty with bladder control can also cause falls while "running to the bathroom." It is important for your doctor to know what your health is like and how you feel.
- ❖ Make sure your doctor knows all the medication you take even over the counter medications, vitamins, herbals and supplements. Always take your medication exactly as prescribed. Talk to your doctor about the side effects of the medications you are taking. Even over the counter medications can cause side effects such as dizziness or drowsiness.
- ❖ Follow the nurses' instructions and use the patient call bell for assistance.
- ❖ Don't get up too quickly. If you have been lying down, sit a few minutes before standing, especially when you first wake-up.
- ❖ Wear slippers or proper fitting, supportive shoes with low heels or rubber soles. Keep shoelaces securely tied. Make sure nightgowns/robes are above ankle length.
- ❖ Try listening to music to help you sleep instead of a sleeping pill if you have trouble sleeping.

- ❖ Have regular vision and hearing check-ups. Tell your doctor about any vision problems you may have. Clean eyeglasses often to improve visibility.
- ❖ A proper diet and moderate exercise can help to prevent osteoporosis, maintain mobility and improve strength. Talk to your doctor about an exercise program or balance training that might help. Women may also need calcium to strengthen bones.

While you are in the hospital ...

- ❖ You are in an unfamiliar environment and not feeling well. Daily activities including using the bathroom may be more difficult to perform alone during their illness. Remember, we are always there to lend a helping hand. Waiting for staff assistance can avoid the risk of dangerous falls and injuries.
- ❖ Keep your call bell within reach. Ask for assistance when getting out of bed or going to the bathroom especially if you have oxygen or an IV. Never hesitate to call for assistance - the staff is here to help you.
- ❖ Sit on the edge of the bed for a minute before you start to walk. This will help to restore blood flow and lessen the chance of dizziness.
- ❖ Always wear slippers or shoes that fit well when out of bed. Slippers should have a back for support. We will provide non-skid slipper socks.
- ❖ If you wear glasses, be sure to have your glasses on before walking, even for a short distance.
- ❖ Avoid walking on wet floors. If you see the yellow "FLOOR IS WET" signs avoid getting up to walk in that area. If you spill anything please let us know so our staff can attend to it quickly.
- ❖ Keep a low light on at night to help orientate you to hospital surroundings.
- ❖ There is a bathroom call light if you feel dizzy or need help.
- ❖ Be careful not to trip. Keep bathrobe belts securely tied. Do not lean on your overbed table or nightstand for support. Both have wheels on the bottom and can be dangerous.
- ❖ Use your cane or walker as instructed. If you are insecure about using the device wait for assistance.
- ❖ Side rails may be "up" to help you turn; do not try to climb over or around them. Always ask for help.

Fall prevention tips for when you go home...

Some of the leading causes of falls in the home are related to **environmental hazards**. Here are some things to consider:

- ❖ Use adequate lighting with light switches placed at each end of stairs and hallways. Use a nightlight.
- ❖ Arrange furniture so that you can easily move around it. Make sure chairs and couches are easy to get in and out of. Remove caster wheels from furniture. Do not use furniture for support.
- ❖ Secure rugs and carpet edges with nonskid tape; avoid throw rugs. Add nonskid mats or appliques to bathtubs.
- ❖ Use a different or contrast color to denote changes in surface types or levels.
- ❖ Install tightly fastened handrails the entire length and on both sides of stairs. Grab bars around the tub and beside the toilet should be strong enough to hold your weight.
- ❖ Keep commonly used items within easy reach.
- ❖ Avoid using floor polish or wax in order to reduce slick surfaces. Keep floor surfaces dry.
- ❖ Use portable hand-held showerheads, shower seats and raised toilet seats when necessary.
- ❖ Know where your pet is to avoid tripping; pets can cause falls.
- ❖ Avoid rushing to answer the phone or doorbell.
- ❖ Keep walk areas clear of snow and ice.

As part of our commitment to care for your needs we promise to help you move safely. This may include helping you get out of bed to a chair or helping you move to a stretcher. This process can be risky for both patients and employees.

A safe lifting environment

At Newark Beth Israel Medical Center and Children's Hospital of New Jersey, we want to make your stay as safe and comfortable as possible for you and your family.

In order to help ensure maximum safety, comfort and quality of care during your stay, we have instituted the following safe lifting and repositioning procedures:

- ❖ Introduced advanced patient handling equipment and repositioning aids.
- ❖ Adopted new safe lifting guidelines designed to prevent injury to you as well as members of our nursing staff.
- ❖ Initiated an awareness campaign to inform our patients, their loved ones, and hospital staff members of the need to practice safe lifting at all times.

Please join us in supporting this important campaign by adhering to the following safety guidelines.

- ❖ Manual lifting of patients is discouraged in all but exceptional medical emergencies or life threatening situations.
- ❖ Patient self-mobility and independence are encouraged whenever practical.
- ❖ Safe patient handling equipment, including electrically powered patient lifts, will be used to assist you in the event you are unable to lift yourself.
- ❖ Patients who are medicated or cannot follow directions, and who require physical assistance, may be required to use the safe patient handling equipment.

We sincerely appreciate your cooperation!

Your Health Care Team

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

The Medical Staff

Our medical staff consists of board certified or board eligible physicians in all primary care areas and all important specialty areas. Newark Beth Israel Medical Center and Children's Hospital of New Jersey also employs board certified internists who remain on site 24-hours-a-day, seven-days-a-week to address any urgent patient problems which might occur when a patient's attending physician is not in the hospital. Our Obstetrics service is covered by board certified Anesthesiologists and Neonatologists 24-hours-a-day, seven-days-a-week. All of our physicians are focused on patient satisfaction and providing patients with the highest quality care and best hospital experience possible.

Our attending physicians are independent contractors or private attending physicians **not employed by Newark Beth Israel Medical Center and Children's Hospital of New Jersey** unless otherwise indicated. Newark Beth Israel Medical Center and Children's Hospital of New Jersey contracts with independent, non-employed groups of specialized physicians, such as Radiologists, Emergency Medicine physicians, Radiation Oncologists, Pathologists, Anesthesiologists, and other doctors who may be called upon to take part in your medical care. These physicians are independent contractors, not employed by Newark Beth Israel Medical Center and Children's Hospital of New Jersey and will bill you separately for the services they provide. It is recommended that you always speak with your physician regarding their identity and their affiliation with Newark Beth Israel Medical Center and Children's Hospital of New Jersey.

The Nursing Staff

As a patient at Newark Beth Israel Medical Center and Children's Hospital of New Jersey you will receive care from a team of nursing professionals committed to nursing excellence that has earned a reputation for providing extraordinary clinical care in every specialty. Nurses at Community Medical Center possess the knowledge and high-level skills that are needed to ensure our patients will be cared for in the best possible environment.

Experienced Registered Nurses, Licensed Practical Nurses, and Nursing Assistants staff each unit 24-hours-a-day, assessing the patient's needs and planning care from admission to discharge. All nurses serve as patient advocates and work together for the well-being of all patients. Your nurse will work closely with you and the entire health team to coordinate and meet your care needs through an individualized plan of care. Your nurse also teaches you and your family about follow-up care and is available to help you obtain answers to questions regarding your stay. If you have questions, please discuss them with your nurse or contact the Director of Patient Care on your unit.

Private Duty Nurses are available by calling 973.926.7910. Patients have the right to contract privately with the registered nurses of their choice for private duty care. A list of care agencies that provide private duty nurses is available in the Nursing Office. All fees for private duty nurses are the responsibility of the patient.

Support Staff and Services

Physical and Occupational Therapists and Respiratory Therapists work closely with the physicians and nurses to provide specialized care to patients in need of these services.

Social Workers assist in the resolution of social, emotional and environmental problems related to illness, disability and hospitalization. To help patients and families reach optimum levels of functioning, the department provides the following services: short-term health-related counseling, crisis intervention, discharge planning, linkage to government entitlement programs and community agencies. Social Work Services can be reached at ext. 67278, between 8:00 a.m. and 4:00 p.m., seven-days-a-week. There is a social worker on call 24-hours-a-day for emergencies. You can reach the social worker by dialing 0.

Case Managers work closely with patients, families, physicians and your health care team to ensure that the care delivered meets each patient's needs. Your nurse case manager assists in planning your treatment under the care of your physician, communicates with your insurance carrier to obtain authorization for covered services and educates you about the requirements and/or limitations of your insurance, not only for your hospital stay, but for your post-hospital needs as well. The nurse case manager will facilitate referrals for home care services, outpatient

continued on next page



services, equipment and transportation. The Case Management Department can be reached at ext. 67278, between 8:00 a.m. and 4:30 p.m., seven-days-a-week.

Pastoral Care Services Dealing with an illness can create a very stressful time in our lives and the lives of our families and friends. Newark Beth Israel Medical Center and Children's Hospital of New Jersey's chaplain and clergy representatives from within the community are there to support you and your family during this time to attend to the spiritual and supportive needs of patients, families and staff. In addition, Pastoral Care Services works closely with our Social Work Department to ensure your family is aware of the support programs that are available within the community. Visits are made to all patients by the chaplains, if requested. Prayer, sacraments and counseling are always available. To reach the chaplain, please call ext. 67180.

Registered Dietitians are available to provide you with nutrition guidelines regarding your special restricted diet or to discuss any nutrition concerns you may have. Your diet prescription is determined by your physician. Please inform your physician of any special dietary needs. Each diet order considers your current medical condition, personal nutrition history, ethnic, and religious preferences. Good nutrition is an integral part of your recovery. We highly recommend that you contact the Nutrition and Food Services Department to speak with your Registered Dietitian prior to your discharge from the hospital to ensure that all of your nutrition questions are answered. Please contact ext. 67152 between the hours of 6:00 a.m. and 6:30 p.m.

Registered Pharmacists work closely with your physician to optimize your medication therapy and serve as a valuable resource to the entire health care team for all drug related information and education.

The **Department of Patient Satisfaction** was created as part of Barnabas Health's total commitment to achieving the highest levels of patient satisfaction. The department meets the needs of our patients by addressing all patient issues in a timely and efficient manner, and continuously creating new programs and services to enhance the patient's care experience.

The Patient Satisfaction Department may be reached at ext. 67180, between 8:00 a.m. and 4:30 p.m., Monday

through Friday. After 4:30 p.m. or on the weekends, please ask your nurse to contact the nursing supervisor.

The **Security Department** serves the hospital 24-hours-a-day, seven-days-a-week. Members of the Security Department patrol the corridors and grounds, provide escort services, help with parking, assist in fire prevention and provide a lost-and-found service. Call ext. 67455 or dial the Operator if you or a visitor require the assistance of the Security Department.

Volunteers

Newark Beth Israel Medical Center and Children's Hospital of New Jersey's dedicated volunteers can be recognized by their identification badge. These important members of our health care team serve our patients by delivering mail, flowers and newspapers, working at the Information Desk, discharging patients, greeting new patient admissions, assisting the nursing staff on patient units, assisting with outpatient registration and more. If you or someone you know is interested in being a Newark Beth Israel Medical Center and Children's Hospital of New Jersey's volunteer, please call ext. 67194.

You, The Patient

You, the patient are at the very center of our health care team. Without your participation and commitment to asking questions, following directions and openly communicating with us, it will be difficult for us to meet your health care needs, and ensure that we meet your expectations and are adequately prepared for discharge.

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

Staying Healthy

Coronary heart disease is America's number 1 killer. Stroke is number 3 and a leading cause of serious disability. As part of our commitment to providing the best possible care to our patients, Newark Beth Israel Medical Center and Children's Hospital of New Jersey is Certified by the Joint Commission in Acute Coronary Syndrome and is a Primary Stroke Center. As part of our commitment, it is important to us to ensure that you know your risk factors, know the warning signs, and how to respond quickly and properly when warning signs occur. If you see or have any of the symptoms listed below, call 9-1-1 immediately! Not all these signs occur in every heart attack or stroke. Sometimes they go away and return. Today, heart attack and stroke victims can benefit from new medications and newer procedures that were not available in the past. But to be effective, these interventions must be started quickly after symptoms first appear. Be familiar with these warning signs so you can **ACT QUICKLY** and **GET HELP**.

Act in time to heart attack signs

Chest discomfort: Many heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.

Discomfort in upper body: Symptoms can include pain or discomfort in one or both arms, back, neck, jaw or stomach.

Shortness of breath: With or without discomfort.

Other signs: Breaking out in a cold sweat, nausea, or lightheaded.

Symptoms in women are often very different than symptoms in men. Women will often have shortness in breath, general weakness, unusual tiredness, cold sweats and dizziness. Fewer than 40% of women actually experience chest pain.

Whether a man or a woman, **MINUTES DO MATTER**. If you experience any of these heart attack warning signs, call 9-1-1 to get immediate medical attention!

Signs And Symptoms Of Stroke?

check these signs "FAST"!

- F Face** Does the face look uneven?
Ask them to smile.
- A Arm** Does one arm drift down?
Ask them to raise both arms
- S Speech** Does their speech sound strange?
Ask them to repeat a phrase.
- T Time** Every second, brain cells die.
Call 9-1-1 at *any* sign of a stroke!

What should I do?

- ❖ Learn the warning signs for a heart attack or stroke. **NEVER HESITATE TO SEEK MEDICAL HELP DON'T DELAY. GET HELP RIGHT AWAY!** Call 9-1-1.
- ❖ Talk to your physician about factors that increase your chance of having a heart attack or stroke and how to reduce that risk.

To stop smoking

If you smoke, use tobacco, or have recently quit, please talk to a member of your health care team. Medication can be recommended for your comfort while you are in the hospital. We strongly advise you to continue your smoke-free lifestyle when you are discharged. Barnabas Health's Institute for Prevention has a tobacco treatment program that offers customized solutions for breaking physical, psychological, and behavioral dependence on tobacco. Please call 973.926.7978 (in the North) or 732.886.4149 (in Central NJ) if you would like more information about this program. You can also get more information about the program at our website: www.instituteforprevention.com/programs/tobaccodependence.html.

Health screenings

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

Visit the Barnabas Health website for our monthly calendars at Newarkbeth.com.

Understanding Your Bill

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

Utilization review

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

Patient responsibilities for bills

Familiarize yourself with your insurance coverage.

Make it a practice to always carry your health insurance cards with you.

Review your coverage prior to needing services.

Know the co-pay and deductible amounts for which you are responsible. You will be asked about this at the time of service.

Know the type of insurance plan in which you are enrolled: Managed Care (POS, HMO, PPO) or Indemnity. If you are covered by Medicare, know if it is a traditional plan or through an HMO.

Know what your carrier requires in order to submit a claim: policy number, pre-certification, group number, referral from primary care provider and employer name.

Know what physicians and services are covered under your plan.

If you are covered by more than one plan, know which plan is primary and which is secondary.

Know the mailing address of your carrier for claim submissions and inquiries.

Financial Counseling

Newark Beth Israel Medical Center and Children's Hospital of New Jersey offers in-house financial counselors to assist you with obtaining state Medicaid coverage or financial programs to qualified recipients. Patients who do not qualify for these programs can be set up on a payment plan. A financial counselor can assist you with an application. Please call ext. 66517 for assistance in any of these programs. Payments can be made at our Cashier Window, located just off the Discharge lobby on the first floor. For your convenience, we accept Visa, MasterCard, Discover, and American Express.

Billing

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

For questions about your bill, please contact the Business Office at 1.866.298.3524.



After Discharge

Our goal during your stay in the hospital is to start you on the road to better health. During your stay, we have provided you and your loved ones with important information about the steps you need to take to continue your recovery. These instructions have also been provided to you in writing as part of the discharge process. Please review the information we have given to you and use it as a resource. Please make certain to schedule any follow-up appointments that may be required. Remember, if you have any questions to call us or your primary care physician. You may receive a telephone call from us within the first few days of being discharged, please feel free to ask the nurse who calls any questions you may have.

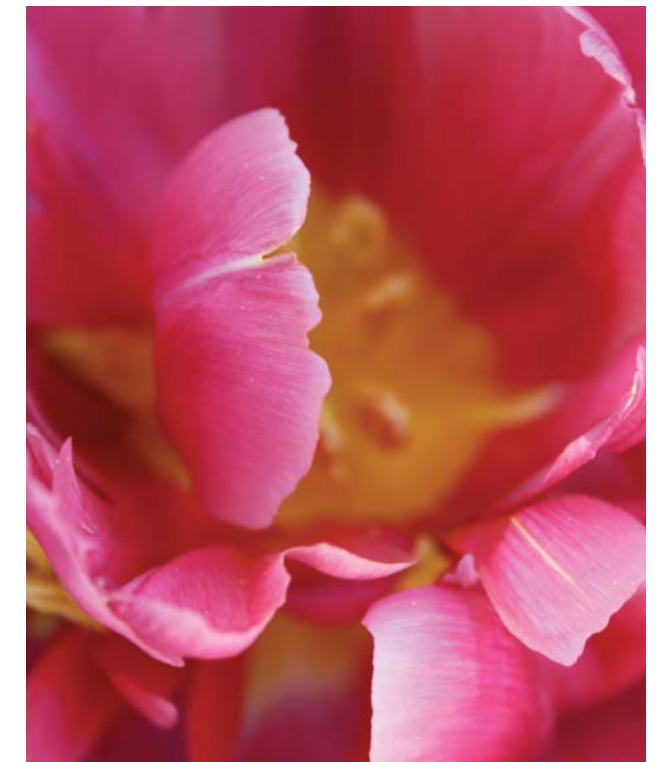
Should you require a copy of your medical record, please contact our Health Information Management Department. In order to protect your privacy or the privacy of your loved one, proper identification will be required to obtain your medical record. Our staff will assist you in completing the required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

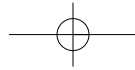
Professional charges

Our attending physicians are independent contractors or private attending physicians not employed by Newark Beth Israel Medical Center and Children's Hospital of New Jersey, unless otherwise indicated. Newark Beth Israel Medical Center and Children's Hospital of New Jersey contracts with independent groups of specialized physicians, such as Radiologists, Emergency Medicine physicians, Radiation Oncologists, Pathologists, Anesthesiologists, and other doctors who may be called upon to take part in your medical care. These physicians are independent contractors, not employed by Newark Beth Israel Medical Center and Children's Hospital of New Jersey and who will bill you separately for the services they provide. It is recommended that you always speak with your physician regarding their identity and their affiliation with Newark Beth Israel Medical Center and Children's Hospital of New Jersey.

The Patient Experience—Meeting Your Needs—Always

We know that being in the hospital can be very stressful and the amount of information and instruction we provide could be overwhelming. To assist you in adjusting to being home you will receive a follow-up telephone call from our nursing staff shortly after you return home. This provides you with another opportunity to review any of the information we provided including your discharge instructions and medication side effects. In addition you may receive a survey asking you to evaluate your stay at the hospital. Each response is carefully reviewed by the President and Chief Executive Officer and Management Team. Your feedback is very valuable as we "strive to always meet or exceed your expectations." Your feedback on your experience provides us with valuable information on how we can continue to improve our care and services, should you not receive a survey to complete, but would like to share your experience with us, please contact our Patient Satisfaction Department at 973.926.7180.





Making A Gift To The Hospital

Newark Beth Israel Medical Center and Children's Hospital of New Jersey Foundation

The Newark Beth Israel Medical Center and Children's Hospital of New Jersey Foundation exists solely to support the mission of Newark Beth Israel Medical Center and the programs and services it provides in the hospital and in the community. The Foundation accepts contributions from individuals, corporations, foundations, and other organizations for facility improvement, equipment purchases and other programs. Gifts may also be made in memory of a loved one or friend, to commemorate a special occasion or to honor a nurse, physician or other caregiver.



The Foundation is fortunate to have the support of literally thousands of friends, especially our Board members, our Auxiliary members, physicians, employees and community members who work tirelessly to raise funds for our hospital as well as to serve as our "ambassadors" in the community. Voluntary contributions to the NBIMC Foundation play a key role in sustaining the continued strength and growth of Newark Beth Israel Medical Center as well as Children's Hospital of New Jersey.

In addition to outright gifts, there are a number of ways for interested donors to make contributions to the Foundation. Gifts of securities, real estate, gifts in kind and planned gifts are equally welcome.

A charitable planned gift to support Newark Beth Israel Medical Center and Children's Hospital of New Jersey is one way to leave a legacy of caring for generations to come. These gifts are also a prudent way to reduce or eliminate gift, estate, capital gain and income taxes while supporting Newark Beth Israel Medical Center's important mission of providing quality health care and improving the health status of the residents of our communities. Planned gifts include: contributions through Wills, Charitable Gift Annuities, Trusts, Life Insurance or Pooled Income Funds.

For more information on Foundation programs or ways to make a gift, please call 973.926.7018 or visit www.newarkbethfoundation.org.

Notes

Lined area for taking notes, consisting of multiple horizontal lines.

