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Welcome

THANK YOU FOR TRUSTING US



Mission Statement

Keeping faith with the teachings of the Roman Catholic Church and guided by the Bishop of Metuchen, Saint Peter's University Hospital is committed to humble service to humanity, especially the poor, through competence and good stewardship of resources.

We minister to the whole person, body and spirit, preserving the dignity and sacredness of each life.

We are pledged to the creation of an environment of mutual support among our employees, physicians and volunteers, and to the education and training of healthcare personnel.

We are witnesses in our community to the highest ethical and moral principles in the pursuit of excellence and patient safety.

Throughout the Saint Peter's Healthcare System, we are privileged to fulfill our Catholic mission to care for all with respect and compassion, a mission that we have carried out in our community for more than a century. Our commitment to your physical, spiritual and emotional well-being is achieved through advanced treatments and technologies leading to the most positive outcomes, backed by the knowledge and judgment of skilled medical professionals, and delivered with compassionate care.

Saint Peter's has more than 1,000 physicians on its medical and dental staff and our nurses have set the bar for excellence in patient care, having received Magnet designation, nursing's highest honor, five consecutive times. Saint Peter's was only the fifth hospital in the world to do so. We have been recognized as award-winning leaders in maternity care, pediatrics, women's health, breast health, and cancer care, to name a few.

I hope you will take an opportunity to look through this Patient Guide. It contains important information about your stay and the wide range of Saint Peter's healthcare services and programs.

Whether you come to us for the treatment of a serious illness, a routine procedure or a joyous occasion such as the birth of a child, we hope your experience with Saint Peter's leads you to make us an ongoing choice for your healthcare needs.

Welcome to Saint Peter's. Thank you for placing your trust in us.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leslie D. Hirsch".

Leslie D. Hirsch, FACHE
President and Chief Executive Officer

About Us

WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE

For more than a century, Saint Peter's University Hospital has served the healthcare needs of central New Jersey. From our simple beginnings in 1907, Saint Peter's has grown to become a technologically advanced, 478-bed teaching hospital that provides many services to the community. Saint Peter's University Hospital, a member of the Saint Peter's Healthcare System, is a non-profit, acute care teaching hospital sponsored by the Roman Catholic Diocese of Metuchen.

Saint Peter's provides a broad array of services to the community—from sophisticated care of premature babies to specialized geriatric medicine. As a state-designated regional perinatal center, Saint Peter's has one of the most recognized and skilled maternity programs, delivering almost 5,400 newborns each year.

As a state-designated, acute care children's hospital, The Children's Hospital at Saint Peter's University Hospital offers a full range of specialized pediatric healthcare services and operates one of the largest, most advanced neonatal intensive care units on the East Coast.



We Care about Your Care

Please speak up and tell us if we can do more. In fact, after your visit, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think and recognize staff who go above and beyond. Your responses to this patient satisfaction survey will ensure the highest level of service.

Contact Us



254 Easton Avenue
New Brunswick, NJ 08901
PH: 732-745-8600
www.saintpetershcs.com

Phone Directory

WE'RE HERE TO HELP YOU

KEY NUMBERS

Main	732-745-8600
Billing	732-745-8550
Care Coordination	732-745-8522
Patient Information	732-745-8515

Calling from inside the hospital? **Dial the LAST FOUR DIGITS only.**

OTHER SERVICES

Admitting	8540	Patient Information	8515
Children's Hospital	732-565-KIDS (5437)	Radiology - Main Department	8530
Culinary and Nutrition Services	8512	Radiology - Scheduling	6517
Customer Service	5435	Room Service	5555
Gift Shop On Park	8322	Security	6010
Laboratory	8506	Service Excellence	5435
Medical Records (Health Information Management)	8511	Telephone Helpdesk	7000
Nursing Office	8553	Volunteer Services	8573
Pastoral Care	8565	Yolanda's Take Out	8816

Learn More



For more information on the resources available at Saint Peter's University Hospital, visit **www.saintpetershcs.com**.

Our Commitment to Care

PATIENT SATISFACTION MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care and service. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nurse manager if you have any questions or concerns about your care. If your issue still is not resolved, then contact our Service Excellence Team at 732-565-5435. You also have the right to file your complaint with either:

+ **New Jersey**

Department of Health

800-792-9770

Website: www.nj.gov/health/guide/file-a-complaint

+ **Office of Quality and Patient Safety**

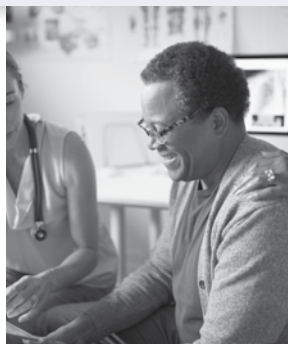
The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Fax: 630-792-5636

Website: www.jointcommission.org, then click "Report a Patient Safety Event"



Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 24). Our Ethics Committee can help your team of support people make difficult decisions. For help, contact the Ethics Hotline at 732-745-8600, ext. 6799.

How Are We Doing?



We want you to be satisfied with your care. Our nurses will:

- Evaluate and work with your care team to address pain management issues.
- Offer you help getting to and using the bathroom.
- Move you to a more comfortable position, if needed.
- Provide any needed and/or scheduled medications.
- Make sure your call light, phone and any other items you need are within easy reach.
- Ask if there is anything else you need, or if you have any questions.
- Remind you of the next visit and the scheduled time.

Our Commitment to Care continued



After Your Stay

Soon after you return home, you may receive a Saint Peter's patient satisfaction survey from Press Ganey, an independent satisfaction measurement company. Please take the time to complete and return the survey.

Please let us know when we have met or exceeded your expectations. Our staff receives recognition for service to our patients and their families, and we hope you will find the care and service at Saint Peter's always worthy of the top "5" rating for "Very Good" service.

Want to Know How We Score?



You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, which uses HCAHPS results and other data: **www.medicare.gov/hospitalcompare/search.html**

You also can find information on hospitals through these accrediting organizations:

- The Leapfrog Group: **www.leapfroggroup.org/compare-hospitals**
- The Joint Commission: **www.qualitycheck.org**

Condition H

SPECIAL SUPPORT TO PREVENT EMERGENCIES

Saint Peter's University Hospital is dedicated to providing the best care for our patients. In striving to do so, we are seeking the help of our patients and families. During your stay, you have access to a special service called Condition H. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

Condition H is a vital tool that will help connect healthcare workers and patients' families to address concerns and provide the highest quality of care available by reducing medical errors.

The call will provide patients and their families the resources necessary to obtain immediate help when they feel there is a threat to the patient's well-being.

When to Call Condition H

When you feel the patient's medical condition is not being addressed or there is a breakdown in communication with the nurse or physician and you need immediate assistance.

Call for help if you notice:

- + change in heart rate or blood pressure
- + change in respiratory (breathing) rate or oxygen levels
- + change in urine output (much more or less urine)
- + change in mental status or level of consciousness
- + any time you are worried something might be wrong
- + any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team



How to Call Condition H

STEP 1:

Contact your nurse or dial 908-202-7088 from any telephone.

STEP 2:

Your call will be answered by one of the Nurse Leaders. Tell them:

- your name
- room number
- patient's name
- your concern

STEP 3:

This team member will come to your room to assess the situation and alert additional clinical resources, as necessary.

Fast Facts about Your Stay

YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS

ATM

An ATM is located on the ground floor in the hospital lobby, near the gift shop and public restrooms.

Culinary and Nutrition Services

We offer Room Service dining and a restaurant-style menu. To order for yourself, dial ext. 5555 between 7:00 a.m. and 7:00 p.m. If you are ordering for a loved one from home, dial 732-745-8600, ext. 5555. Meals will be delivered within 60 minutes.

Your doctor may prescribe you a special or restricted diet. Our call center associates will help you make menu choices that fit your diet. After your discharge, if you have any questions regarding your diet, please contact the nutritionist at ext. 8428.

Guest Meals

Guest meals are available for purchase for \$8 from our Room Service menu. Guests can place an order by dialing ext. 5555. For your convenience, we accept VISA, MasterCard and Discover.

Fire Drills

Fire drills are conducted regularly. In the event of an actual fire, the hospital will follow fire response procedures to ensure the safety of patients, visitors and staff. In the event of an emergency, dial 112 from any hospital phone.



Gift Shop

Location: Ground floor of the main hospital lobby

Lori's Gift Shop offers an assortment of gifts like baby blankets, booties, bibs and plush animals. Greeting cards, toys, boxed candy, books and magazines, balloons, gift items and flowers are also available for patients and guests of all ages. All major credit cards accepted. Call ext. 8322.

Mail

Mail will be delivered daily to your room Monday through Friday. Any mail coming to Saint Peter's after your discharge will be forwarded to your home address. For questions about mail, dial ext. 8330.

Meals and Refreshments

Our Place Café

Location: First floor

Open daily

Our Place Café is open to all employees, visitors and guests. Our Place offers a variety of meals including hot meals, ready-made sandwiches, salad bar and grill service.

Fillin' Station

Location: Ground floor of the Center for Ambulatory Resources (CARES) building

Open Monday through Friday

The Fillin' Station serves light snacks, sandwiches and beverages. Call ext. 7868.

Yolanda's

Yolanda's serves lunch and dinner, including sandwiches, snacks, drinks and freshly baked desserts from 11:30 a.m. to 5:00 p.m.

Take-out orders, gift certificates and a private dining room are all available at Yolanda's. A Grab-and-Go selection is available from 4:00 p.m. to 8:00 p.m.

Menus are available in most visitor waiting rooms. Yolanda's is located on the ground floor of the main hospital lobby for all visitors and outpatients. All major credit cards accepted. Call ext. 7773 or ext. 8816 (take-out orders).

Snack Areas

For your convenience, each patient unit has a free pantry or snack area for our patients' use. Most snack areas are stocked with beverages, crackers, condiments and utensils. Vending machines for visitors are located across from the cafeteria entrance.

Parking

We offer self-pay parking at three locations:

+ Main Hospital Parking Deck:

Located behind the main hospital and medical office building at the end of Park

Boulevard off Easton Avenue, this parking deck offers parking on five, color-coded levels. The entrance for the hospital and medical office building is on the yellow level. An elevator is available.

+ Parking Surface Lot: Located across from the main hospital parking deck at the end of Park Boulevard, this lot offers additional parking.

+ CARES Parking Deck: Located at 240 Easton Avenue across from the Women and Children's Pavilion, the CARES parking deck offers parking on two levels. An elevator is available.

Machines at the entrances to the parking areas dispense parking tickets for patients and visitors who wish to leave their cars in the hospital parking areas. There is a parking fee. Pay stations are located in the main hospital lobby, Women & Children's Pavilion entrance and the CARES parking deck, first floor.

Should you misplace your parking ticket, select "Lost Ticket" at the pay station. A fee will be charged and your receipt will remain valid for 24 hours to come and go during that period.

A "help" button is located at each exit gate should you require assistance.

Pastoral Care

The chaplains of the Pastoral Care Department are professionals,

Fast Facts about Your Stay continued

educated and certified to offer spiritual and emotional support to people of all faiths. They will:

- + Visit you on admission and be available to you and your family during your stay.
- + Contact your minister, priest, rabbi, imam or spiritual leader, if requested.
- + Offer prayer, sacraments and other spiritual support.
- + Distribute the Eucharist daily, if requested.
- + Provide support with making difficult decisions, if needed.
- + Assist with completion of your advance directive.
- + Celebrate Mass at noon daily.

If you would like to speak to a pastoral care professional, dial ext. 8565.

The Saint Peter's Chapel is located on the third floor of the main hospital and is always open for quiet prayer or reflection. Chapel services and inspirational programs can be viewed for free on Channel 6.

Private Duty Nurses

Patients and families have the right to choose to use private duty nursing professionals or paraprofessionals (RN, LPN or Nursing Assistant). The Saint Peter's Nursing Office at ext. 8553 will provide you with a list

of resources. Arrangements for services, including all billing and payment, are the responsibility of the patient or family and the individual providing the service.

Security

Security officers are located throughout the hospital for your safety. Staffed 24 hours a day, seven days a week, the Security Operations Center may be reached by dialing ext. 6010.



Smoke-Free

Saint Peter's University Hospital is committed to a smoke-free environment. Smoking is not permitted in the main hospital or in any Saint Peter's Healthcare System facility.

Telephone

Telephone services are provided to patients for free. We ask that calls placed to patient telephones be made only between the hours of 7:00 a.m. and 10:00 p.m. to provide a quiet time for our patients.

Using the telephone in your room, dial 0 for the hospital operator to get your direct-dial number.

- + To make calls: Dial 9 + 1 + area code + telephone number.

- + For international calls: Dial 0 for the hospital operator. These calls may be placed as collect calls or charged to your credit card.

- + For directory assistance: Dial 9 + 411.

To report any technical difficulties, please dial ext. 7000 for the Helpdesk.



Television

We provide television rental options with a selection of popular channels. The rental charge for television service is \$7.50 per day. To activate your TV service, dial ext. 7790. You may pay by credit card, cash or charging your home phone. Talk to a service representative at ext. 7790 for more information.

TIGR Education System

During your stay, you can access patient education videos to help you understand how to manage your health condition. This information is available for free through the TIGR System by using the phone and TV in your room. Dial ext. 7800 and follow the prompts. Use your phone to choose the video you want to watch. For help or video recommendations, talk to your nurse.

Visitation

Patients and visitors of their choosing have the responsibility to follow hospital policy and are expected to:

- + Be in good health and free from any infections, rash, fever or communicable diseases. If required, health screenings may be conducted.
- + Show respect and consideration of the hospital staff and property as well as other patients and their property. Video/audio recording of any patient/visitor or staff member is not permitted.
- + Respect the need for noise control and the number of visitors.
- + Comply with requests from the caregiver or patient to leave or wait in another area if a patient is having a procedure or involved in a private matter.
- + Understand that the nurse manager/charge nurse, in collaboration with Safety and Security, may ask visitors to leave if it is in the best interest of the health and safety of the patient and/or unit.

General

- + Upon entry, each visitor must sign in and get a visitor pass at the Information Desk located in the lobby.
- + To allow patients to rest and recover, visitation is recommended between 9:00 a.m. to 8:00 p.m.

Fast Facts about Your Stay continued

- + Visitors are limited to two at a time.
- + Visitors will be directed to the designated waiting areas primarily located in the lobby or surgical waiting areas. Visitors may not stay or congregate in the hallways or patient units, or be allowed to observe or accompany patients in restricted surgical or procedure areas.
- + Requests for more visitors or overnight stay will be considered by the nursing staff on an individual basis.
- + Children under age 13 visiting must be accompanied by an adult other than the patient at all times.
- + Intensive Care Units may not receive gifts in the form of live plants, fruit or flowers.

Labor and Delivery

- + Labor stage: Four support persons, which may include a spouse, partner, grandparents or other support person as designated by the patient.
- + Delivery stage: Two support persons as designated by the mother.
- + Labor and Delivery Operating Room and Post-Anesthesia Care Unit (PACU): Only one support person and visitation will be determined by the patient's condition and anesthesia type.

- + Children visiting must be age 13 or older and be accompanied by an adult other than the patient.
- + The Labor and Delivery Visitor Waiting Area is located on the ground floor of the Women and Children's Pavilion.

Mother/Baby

- + In addition to the four support persons, two additional visitors will be permitted. Maximum of six persons at one time.

Pediatrics/Pediatric Intensive Care

- + One parent or caregiver is encouraged to stay 24 hours per day.

Neonatal Intensive Care (NICU)

- + Parents of the baby are permitted to visit throughout the day, with the exception of 6:30 p.m. to 8:00 p.m. A maximum of four visitors are permitted at the bedside at any given time.
- + Siblings age 6 and older can visit for a limited amount of time. Children age 12 and under are restricted from visiting during peak cold and flu season.

Wi-Fi Service

Saint Peter's offers its patients and families free Wi-Fi throughout the hospital.

Take Charge of Your Care

SPECIAL FEATURE



You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak up! If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

- ✚ What language would you prefer to speak?
- ✚ Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- ✚ Do you prefer to hear, see or read health information?
- ✚ Do you have any cultural, ethnic or religious-based special needs?
- ✚ Who will be your support person who talks with hospital staff about your healthcare wishes?



Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?

Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

5 Ways to Fight Infections

SPECIAL FEATURE: **TAKE CHARGE OF YOUR CARE**



Cleaning Tip

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 15 seconds (the time it takes to sing “Happy Birthday”).



For Visitors

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter your room.

Reduce your chances of infection by taking these safety precautions.

1. Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom

2. Make sure your healthcare providers clean their hands and, if necessary, wear gloves. Don't be afraid to remind them if they forget. Before they treat you, ask them if they have cleaned their hands. Healthcare providers should wear clean gloves when they perform tasks like taking throat cultures, taking blood, touching wounds or body fluids, and examining your mouth or private parts.

3. Cover your mouth and nose to prevent the spread of infection to others. Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more!

- Use a tissue! Be sure to throw away used tissues and clean your hands after coughing or sneezing.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.
- If you are sick, avoid close contact with others; stay away from other people or stay home. Don't shake hands or touch others.

4. Keep an eye on dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up-to-date. Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.

Stay Safe

SPECIAL FEATURE: **TAKE CHARGE OF YOUR CARE**

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- + your name and date of birth
- + the type of surgery you are having
- + the body part to be operated on—in fact, the surgeon or his or her assistant will mark the correct spot on your body when appropriate.

Take simple steps like these to help prevent medical mistakes.

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet.

To keep yourself safe:

- + Use the nurse call button for help getting out of bed.
- + Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- + Wear nonslip socks or footwear.
- + Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- + Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.



Surgery Reminder

Ask your surgeon to take a “time out” to check:

- you're the right person
- you're having the right surgery
- on the right body part

Rights & Responsibilities

YOU HAVE THE RIGHT TO THE BEST CARE



Ethics Hotline

If you have an ethical question or concern about the care of a patient in the hospital, you may contact the Ethics Hotline by calling 732-745-8600, ext. 6799. A member of the Ethics Committee will respond to your call.

As a patient in Saint Peter's University Hospital, you have the following rights under federal, state and Joint Commission regulations.

Patient Rights

Medical Care

- ✦ To receive the care and health services that the hospital is required by law to provide.
- ✦ To participate in the development and implementation of your treatment plan, discharge plan and pain management plan.
- ✦ To receive an understandable explanation from your physician of your complete medical condition, recommended treatment, expected results, risks involved and reasonable medical alternatives. If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given to your next of kin or guardian.
- ✦ To give informed, written consent prior to the start of specified, nonemergency medical procedures or treatment, including any risks involved, time required for recovery, and any reasonable medical alternatives.
- ✦ To refuse medication and treatment, to the extent permitted by law, and to be informed of the medical consequences of refusal.
- ✦ To be included in experimental research only if you give informed, written consent. You have the right to refuse to participate.
- ✦ To receive appropriate assessment, management and treatment for pain and to participate in the development and implementation of your treatment plan.

- ✦ To formulate an advance directive and to have it followed by the hospital or to be provided with a clear explanation if the hospital cannot follow it on the basis of the institutional conscience, which is formed by the Ethical and Religious Directives for Catholic Health Care Services.

Communication and Information

- ✦ If you so elect, to have a family member or representative of your choice and your own physician promptly notified of your admission to the hospital.
- ✦ To be informed of the names and functions of all healthcare 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 healthcare personnel, free of charge.
- ✦ To be informed of the names, titles and duties of other healthcare 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 to whom you can ask questions or complain about possible violation of your rights.

Medical Records

- ✦ To have prompt access to the information in your medical record. If your physician feels that this access is detrimental to your health, your next of kin or guardian has a right to see your record.
- ✦ 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's charges, an itemized bill, if requested, and an explanation of charges.
- ✦ To obtain the hospital's assistance in securing any public assistance and private healthcare benefits to which you may be entitled.
- ✦ To appeal any charges and receive an explanation of the appeal process.

Discharge Planning

- ✦ To be informed about any need for follow-up care after your discharge from the hospital

Rights & Responsibilities continued

and to receive assistance in obtaining this care.

- ✦ To receive sufficient time before discharge to arrange for follow-up care after your hospitalization.
- ✦ To be informed by the hospital about the discharge appeal process.

Transfers

- ✦ To be transferred to another facility only for one of the following reasons: 1) The transferring hospital is unable to provide the type or level of medical care appropriate for the patient's needs. The hospital shall make an immediate effort to notify the patient's primary care physician and the next of kin, and document that the notifications were received; or 2) The transfer is requested by the patient, or by the patient's next of kin or guardian, when the patient is mentally incapacitated or incompetent.
- ✦ To receive an advance explanation from a physician of the reason for your transfer and possible alternatives.

Personal Needs

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

- ✦ To have access to storage space in your room for private use. The hospital also must have a system to safeguard your personal property, if you are unable to do so, until your next of kin or guardian can retrieve it.
- ✦ To contract directly with a New Jersey licensed registered professional nurse of your choosing for private professional nursing care during your hospitalization. You may request from the hospital a list of local nonprofit nursing association registries that refer nurses.

Freedom from Abuse and Restraints

- ✦ To be free from physical and mental abuse, neglect, exploitation or harassment.
- ✦ To be free from restraints or seclusion, unless they are authorized by a physician for a limited time to protect your safety or the safety of others.
- ✦ To access protective and advocacy services, to the extent requested.

Privacy and Confidentiality

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



- ✚ To confidential treatment of information about you. Information in your records will not be released to anyone outside the hospital without your approval, unless permitted or required by law or required by another health care facility if you need to be transferred for treatment.

Legal Rights

- ✚ To treatment and medical services without discrimination based on age, color, race, religion, national origin, sex, gender identity, sexual preferences, handicap, diagnosis, ability to pay or source of payment.
- ✚ To exercise all of your constitutional, civil and legal rights.

Questions and Complaints

- ✚ To present questions or grievances to a designated hospital staff member

and to receive a response in a reasonable period of time. Should you have any questions or complaints about any possible violations of your patient rights or any complaints regarding your care, please speak to the nurse manager on your floor during your stay or call the hospital's patient advocate after you have been discharged at 732-745-8600, ext. 5435.

You also may contact:

- ✚ The Joint Commission at www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.
 - By fax to 630-792-5636.
 - By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Rights & Responsibilities continued

- ✦ The NJ Department of Health Complaint & Reportable Event Hotline at 1-800-792-9770. Alternatively, you may submit a complaint by mail to:

New Jersey Department of Health
Division of Health Facilities
Evaluation and Licensing
P.O. Box 367
Trenton NJ 08625-0367

- ✦ You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave., S.W., Room 509F, HHH Building, Washington, DC 20201, at 800-368-1019 or 800-537-7697 (TDD).

If you believe that you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the Chief Compliance Officer, 254 Easton Avenue, New Brunswick, NJ 08901, at 732-745-8600, ext. 5071. You can file a grievance in person, by mail

or by email to compliancevp@saintpetersuh.com.

If you need help filing a grievance, Saint Peter's Chief Compliance Officer is available to help you.

This list of patient rights is an abbreviated summary of the current New Jersey law and regulations and certain interpretative guidelines of The Joint Commission governing the rights of hospital patients. For more complete information, consult the NJ Department of Health regulations at N.J.A.C. 8:43G-4.1 (2018) or Public Law 1989-Chapter 170, available through your hospital.

Patient Responsibilities

The ability to provide quality care and treatment requires your assistance and cooperation. You, as a patient, are responsible for:

- ✦ Providing accurate and complete information regarding present illness, past medical history and other matters relating to your health.
- ✦ Reporting any changes in your condition to your physician.
- ✦ Asking for a clear explanation if you do not understand your health problems and/or any possible treatment(s) that may be administered. Do not

make any decisions about your care if you feel that you are not fully informed.

- + Following the treatment plan that is recommended by your physician and assisting the nurses and other medical personnel by following instructions.
- + Accepting responsibility for your actions, and the results, if you refuse treatment or do not follow instructions.
- + Meeting the financial obligations of your health care promptly.
- + Following the medical center's rules and regulations affecting your care, conduct and safety, including not smoking on

medical center grounds and not bringing anything of value to the hospital.

- + Showing respect and consideration for the rights of other patients and hospital personnel by allowing them privacy, limiting your visitors and maintaining a quiet atmosphere. Telephones, televisions, radios and lights should be used in a manner that is agreeable to others.
- + Controlling the noise and conduct of your visitors.
- + Maintaining the security of your personal belongings and respecting hospital property and the property of other patients.

Requesting Your Medical Records



Complete the "Authorization for Disclosure of Protected Health Information" form. To download a copy, visit **saintpetershcs.com** and click on "Patients" located on the top navigation bar. In the right column, select "Medical Records Request" and follow the instructions to download the appropriate form. Mail or fax the completed form to:

Saint Peter's University Hospital
Health Information Management
254 Easton Avenue
New Brunswick, NJ 08901
Fax: 732-729-9476

You also may complete the "Online Authorization for Disclosure of Protected Health Information" and return it to us electronically. For assistance, contact Health Information Management at 732-745-8511 from 8:30 a.m. to 4:30 p.m. Monday through Friday.

Notice of Nondiscrimination

WE'RE HERE TO HELP YOU

Saint Peter's Healthcare System complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Saint Peter's does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Saint Peter's:

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

If you need these services, contact the Communications Department at 732-339-7413.

If you believe that Saint Peter's has failed to provide these services or discriminated in another way on the basis of race, color, national

origin, age, disability or sex, you can file a grievance with: Saint Peter's Chief Compliance Officer, 254 Easton Avenue, New Brunswick, NJ 08901, 732-745-8600, ext. 5071, fax: 732-448-0332, email: compliancevp@saintpetersuh.com. You can file a grievance in person or by mail, fax or email.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
TDD: 800-537-7697

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

English

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 732-339-7413 (TTY: 732-339-7088).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 732-339-7413 (TTY: 732-339-7088).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 732-339-7413 (TTY: 732-339-7088)

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 732-339-7413 (TTY: 732-339-7088)번으로 전화해 주십시오.

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 732-339-7413 (TTY: 732-339-7088).

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિશ્ચિત ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 732-339-7413 (TTY: 732-339-7088).

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 732-339-7413 (TTY: 732-339-7088).

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 732-339-7413 (TTY: 732-339-7088).

Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 732-339-7413 (رقم هاتف الصم والبكم: 732-339-7088).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 732-339-7413 (TTY: 732-339-7088).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 732-339-7413 (телетайп: 732-339-7088).

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 732-339-7413 (TTY: 732-339-7088).

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 732-339-7413 (TTY: 732-339-7088) पर कॉल करें।

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 732-339-7413 (TTY: 732-339-7088).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 732-339-7413 (ATS : 732-339-7088).

Urdu

ملاحظہ: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 732-339-7413 (TTY: 732-339-7088)

Advance Care Planning

A SIMPLE AND SMART WAY TO PLAN YOUR EXPERIENCE

One of the most important decisions you can make about your care is to fill out an advance directive (living will) in case you can no longer speak for yourself.

Advance Directive

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your physician and loved ones what kind of healthcare treatments you want. An advance directive allows you to make your wishes known in advance.

An advance directive may be a living will, healthcare proxy or durable power of attorney, a legal document that allows you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete an advance directive.

Saint Peter's University Hospital will honor advance directives in accordance with hospital policy, New Jersey law, the Ethical and Religious Directives for Catholic Health Care Services, and acceptable medical standards.

The existence or lack of an advance directive does not determine a patient's access to care, treatment or services. In an emergency situation, physicians and personnel may not

be able to take the needed time to review a patient's advance directive without endangering his or her life. In these cases, actions will be taken to treat the patient regardless of the advance directive.

Durable Power of Attorney

For health care: This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

For finances: You also have the right to appoint someone to help manage your finances if you cannot. Your healthcare proxy also can do this if you'd like.

Fill Out Your Forms

Bring a copy of your advance directive with you the day of your procedure so your most current information and wishes are on file. For information or for an advance directive form, contact Pastoral Care at ext. 8565.

Preparing for Leaving the Hospital

SPECIAL FEATURE

Preparing for your discharge begins on admission. Since Saint Peter's is an acute care hospital, patients often are here for just a few days. Plans for care continue at home or in another setting. Often, it can all happen quickly.

Together with your doctor and nurse, our Care Coordination staff will work with you to help identify time frames and to prepare for the next step of your care after the hospital stay.

You (or your representative, as applicable) may request a discharge planning evaluation at any point in the hospital stay by calling Care Coordination at ext. 8522 or 732-745-8522.

We will work with you and your health insurance provider to review your care needs and to start planning for both a discharge home or a transfer to another facility.

We will provide you with a list of participating providers and tell you more about the facilities that can meet your needs. This includes short- or long-term care in a variety of facilities, including rehabilitation, sub-acute care, residential health care, a long-term acute care hospital (LTACH), nursing home, hospice care or assisted living. We also can provide you with information about visiting nurses, home equipment and home infusion therapy.

You or your representative are responsible for informing us of your preferences for providers. We will assist you in identifying and arranging for services that are reimbursable by your health insurance company or payer. However, please understand that not all services are covered or paid for by health insurance companies.



Resources and Support Groups

If you're worried about cost or personal issues, our staff is available to help you and give you resource information. Support groups facilitated by our staff include groups for parents of infants in the Neonatal Intensive Care Unit and pregnant patients, as well as bereavement support groups for those who have experienced infant loss and for those who have lost a loved one due to substance abuse addiction. For more information or to speak with a member of the Care Coordination staff, please dial ext. 8522.

Day of Discharge

SPECIAL FEATURE: **PREPARING FOR LEAVING THE HOSPITAL**



Walgreens at Saint Peter's

A Walgreens retail pharmacy located on the lobby level of Saint Peter's University Hospital offers medicine delivery directly to a patient's hospital room. Ask a nurse for a Walgreens prescription form so your prescriptions can be conveniently filled before you leave the hospital. From the bedside, dial ext. 7016.

On the day of your discharge, your nurses are required to complete a number of forms and review important information with you. This begins after your doctor has written the order allowing you to leave the hospital. We appreciate your patience through your discharge experience as it is designed with your safety in mind.

Please make plans for someone to take you home. If possible, please send most of your belongings home prior to the day of discharge.

If you, your doctor or your nurse feels you need a wheelchair, Transport Services will be called by the nurses' station and a wheelchair will be brought to you. Otherwise, you may walk to the car after receiving your discharge information from the nurse. In all cases, the person taking you home should bring the car to the area marked "Patient Discharge" where you may be picked up.

Checklist for Discharge

SPECIAL FEATURE: **PREPARING FOR LEAVING THE HOSPITAL**

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

- ☐ **Discharge summary**—This includes why you were at the hospital, who cared for you, your procedures and medicines.
- ☐ **Medicine list**—This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- ☐ **Prescriptions**—Check that your pharmacy has your new prescriptions and you have a plan to get them filled. There is a Walgreens Pharmacy on-site at Saint Peter's for your convenience.
- ☐ **Follow-up care instructions**—
Beyond medicine, these can include:
 - foods or activities to avoid
 - tests or appointments
 - how to care for incisions or use equipment
 - warning signs to watch for
 - daily living adjustments (like how to get into bed)
 - name of person to call with questions
- ☐ **After-hospital services**—Know how much support you'll need in these areas:
 - Personal care: bathing, eating, dressing, toileting
 - Home care: cooking, cleaning, laundry, shopping
 - Health care: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
- ☐ **Local resources**—Ask Care Coordination for help finding local after-care services or other support groups.



Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor, nurse or Care Coordination, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Teach-Back Method

Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.

Understanding Your Bill

WHAT YOU NEED TO KNOW



Keep Track

One of the key ways to feel informed and less overwhelmed about the billing process is to stay organized. Keep all statements and bills together and review each one as it arrives.



Need Help?

If you or your family has any questions concerning your hospital bill, please contact our Customer Service Department at 732-745-8550.

Everyone at Saint Peter's Healthcare System understands and appreciates how overwhelming it can be to deal with health issues and billing matters at the same time. Medical bills and insurance details can be particularly confusing.

We strive to make this process as easy as possible for our patients by inviting you to call our **Customer Service Department at 732-745-8550. We are available Monday through Friday from 8:00 a.m. to 4:00 p.m.** You may call us if you have questions or if we can help you. Your itemized bill can be mailed to you upon request.

Separate Billing

Please note that you may receive separate bills from any physician that participated in your care. These physician fees are for professional services rendered and/or interpretation of studies performed, and any questions regarding them should be addressed directly to those physician offices.

Commonly Confused Terms



The **allowable amount** is the amount that an insurance company has agreed to pay for each specific medical service or procedure.

The **insurance deductible** is the amount of money you will pay in an **insurance** claim before the **insurance** coverage starts paying you. It is your portion of the financial responsibility.

A **copayment** or **copay** is a fixed amount for a covered service, paid by a patient before receiving service from a physician. It is paid by an insured person each time a medical service is received.

Coinsurance is a fixed percentage of the allowable amount that the insurer requires the insured to pay after the deductible has been met.

Medicare

If you have Medicare, you will be asked to provide information so that we can complete an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by another insurance. You may be responsible for any balance Medicare deems patient responsibility. If you have secondary insurance, they may pay all or a portion of this balance.

Health Insurance

If you have health insurance, please provide your insurance identification card(s) and/or information during the registration process. Saint Peter's will bill your health insurance company once we confirm that your policy is active and that the services are covered. The benefits should be paid directly to the hospital.

If you do not provide us with valid insurance information or you do not have insurance coverage, you will be required to pay for services prior to

your admission. This will be an estimated amount based on the scheduled services. You may receive an adjusted bill depending on actual services provided in a manner that complies with our Financial Assistance Policy. You can find this policy at [**saintpetershcs.com/Patients/Billing-and-Payment**](http://saintpetershcs.com/Patients/Billing-and-Payment).

If your health insurance does not cover the complete cost of your care, you will be required to pay the outstanding balance.

If your health insurance policy contains a deductible or co-payment, you will be required to pay these amounts prior to admission.

If there are financial difficulties that make the deposit or full payment impossible, please contact Resource Services at 732-745-8600, ext. 5019, as soon as possible. Dedicated staff will determine if you qualify for New Jersey Medicaid, New Jersey Charity Care or Saint Peter's Financial Assistance Program.

Understanding Coordination of Benefits (COB)



Coordination of benefits allows plans that provide health coverage to determine their respective payment responsibilities (i.e., determine which insurance plan has the primary payment responsibility and the extent to which the other plans will contribute when an individual is covered by more than one plan). Insurance companies may request that you complete a COB questionnaire before your claim can be paid. Please be sure to address these requests promptly.

Understanding Your Bill continued

New Jersey Charity Care

Under New Jersey's Charity Care program, Saint Peter's University Hospital may provide free or reduced care to a patient who qualifies, regardless of race, age, religion, national origin or gender.

To receive a complete list of required documents to complete a Charity Care application, please contact Resource Services at 732-745-8600, ext. 5019.

If you do not qualify for free or reduced care and believe a decision was made in error, you may submit a written appeal to: **Resource Services Manager, 254 Easton Avenue, New Brunswick, NJ 08901.**

Online Payment

You may pay your bill online by visiting the Saint Peter's Online Business Office. Please go to **saintpetershcs.com** and

choose "Patient Portal" then "Pay My Bill." There you will find additional prompts where you can make a one-time payment or enroll in an interest-free payment plan. This free service accepts Visa, MasterCard, Discover and American Express and gives you access to your account information 24 hours a day, seven days a week. You also are able to make changes to your personal information and review recent payments. It's simple and secure.



Connect Online to Good Health



My Saint Peter's Patient Portal lets you communicate with your provider about non-urgent matters when it's most convenient for you—all you need is an internet connection. You can send a message from your computer at home or work, saving time and maybe even an office visit. Just go to **saintpetershcs.com/MySaintPeters**.

Hospital Resources

FIND OUT MORE ABOUT OUR SERVICES

Saint Peter's Family Health Center

Saint Peter's Family Health Center provides primary and preventive health care for children and adults. The For KEEPS (Kids Embraced and Empowered through Psychological Services) program is a short-term acute partial-hospitalization unit for children. The Dorothy B. Hersch Regional Child Protection Center (CPC) provides crisis intervention, child abuse assessments and referrals to community resources.

123 How Lane, New Brunswick, NJ 08901
saintpetershcs.com/Locations/Family-Health-Center

Diabetes and Hypertension Center

To help those who are at risk for or diagnosed with diabetes and hypertension better manage their health, Saint Peter's operates a patient-centered medical home to serve adults 18 years of age and older (excluding women who are pregnant). This patient-centered medical home helps individuals who do not have insurance or insufficient insurance to cover healthcare services for these chronic diseases.

123 How Lane, New Brunswick, NJ 08901
732-339-7672
saintpetershcs.com/Services/Diabetes-and-Hypertension-Center



Saint Peter's Foundation

Saint Peter's Foundation relies on contributions from members of the community. These funds help us to strengthen our programs, maintain and upgrade facilities and provide for new technologies, allowing us to continue to provide the best care for our patients. Call 732-745-8542 or visit **saintpetershcs.com/Foundation** for more information on how to make a gift.

Make Appointments Online



Managing your health care is easier than ever. Search for a doctor, see available times and book an appointment online. You can read real doctor reviews from other patients, see the doctor's background and education, and more. It's simple, secure and free. Visit **BookMySPDoc.com**.

Auxiliary of Saint Peter's University Hospital

The Auxiliary of Saint Peter's University Hospital is a dynamic group of over 150 members from all walks of life who work to create community understanding and support for the Saint Peter's mission, projects and goals. The Auxiliary sponsors many events to raise funds for the hospital.

732-745-6641

**saintpetershcs.com/
Foundation/Auxiliary**

Saint Peter's Physician Associates

Saint Peter's Physician Associates is a network of primary care and specialty physicians' services including breast health, diabetes, fertility, gastroenterology, maternal fetal medicine, and general and orthopedic surgery.

732-339-7717

SPPANJ.com

Saint Peter's Gianna Center

Saint Peter's Gianna Center provides primary care and specialized obstetrical and gynecologic care. The Gianna Center is uniquely qualified to care for women of all ages and at all stages of life, offering two women's health services—the Creighton Model Fertility Care™ System and NaProTechnology™,

both of which allow a natural, restorative, scientifically based approach to monitoring your health and managing your fertility.

SPPANJ.com/gianna

CARES Surgicenter

Today, many surgical patients are looking for little disruption to their lives and would rather rest and recover in the comfort of their own homes. The CARES Surgicenter, located in the Center for Ambulatory Resources next to the hospital, helps over 10,000 children and adults requiring same-day surgery do just that each year.

732-565-5400

**saintpetershcs.com/
CARESSurgicenter**

