Our Mission
We are committed to excellence in providing quality and compassionate health care services to our diverse communities.

Our Vision
At JFK Health System, we recognize the value of every person and are guided by our commitment to excellence and leadership. We demonstrate this by providing exemplary physical, emotional and spiritual care for each of our patients and their families; by balancing a commitment to caring for those most in need with the provision of highly specialized services to a broader community; and, by fostering a work environment where each person is valued, respected and has an opportunity for personal and professional growth.

Our goal is to exceed your expectations during your stay. To this end, if there is anything else we can do for you… please do not hesitate to ask.

Our Values  Living What We Believe

HUMAN TOUCH  |  BEST SELF  |  PERFECT PERFORMANCE  
BUSINESS BEST  |  VISIONARY SPIRIT
Dear Patient and Family,

Welcome to JFK Medical Center, one of New Jersey's leading healthcare providers. JFK Medical Center is a community-owned, not-for-profit health system that serves the residents of central New Jersey.

JFK is proud to be recognized throughout the state and nationwide for our cutting-edge specialty services and for employees who share a commitment to patient satisfaction and quality healthcare.

Your health and comfort are our main concerns while you are with us. If, during your hospital stay, you and your family have questions or concerns about our services or the care you are receiving, we hope this guide will address any issues you may have. We encourage you to speak with your nurse or physician, or call one of our patient representatives at extension 67566.

I wish you a speedy recovery.

Sincerely,

Raymond Fredericks
President and Chief Executive Officer
JFK Health System
We Are Listening

If you receive a patient satisfaction survey, please fill it out and send it back. You make a difference.
# Table of Contents

## For Your Visitors
- Information Desk ................................................. 1
- Visiting Hours ...................................................... 1
- Parking ..................................................................... 1
- Surgery Information Waiting Areas .................... 1
- Hotel Accommodations ......................................... 1

## Things You Need To Know During Your Stay
- Patient’s Personal Belongings and Valuables ...... 2
- Call Button .......................................................... 2
- Telephone & TV Services .................................. 2
- Meals ..................................................................... 2
- Smoking .................................................................. 2
- JFK Auxiliary ....................................................... 3
- Shore Grille & Deli at the Terrace Café .............. 3
- Gift Shop ............................................................. 3
- Baby Photo Program .......................................... 3
- Friendly Visitors Volunteers .............................. 4
- Pastoral Care Services ......................................... 4

## Your Rights As A Patient
- Your Rights As A Patient ...................................... 5
- Guidelines Concerning
  - Life-Sustaining Care ........................................ 8
- Advance Directive/Living Will .......................... 9
- Patient Responsibilities ..................................... 11

## Your Safety
- Patient Safety - Speak-Up ..................................... 12
- Fall Prevention ..................................................... 13
- Five Things To Prevent Infection ...................... 14
- Medication Safety .............................................. 15
- Pain Management ............................................... 16

## Having an Advocate ............................................. 17
- Your Rights as a Medicare Hospital Patient ...... 18
- Notice of Privacy Practices ................................ 20

## Discharge Planning ............................................. 21

## About Your Bill
- Billing ................................................................. 22
- N.J. Hospital Care Payment
  - Assistance Program ......................................... 22
- Separate Physician Service Bills ..................... 22

## JFK Health System
- A Brief Look At JFK Health System ................ 23
- JFK Foundation .................................................. 25
- JFK Telephone Directory ................................. Inside Back Cover

---

*Do you have questions or concerns about your care? Please call us at extension 67566.*
Information Desk
Located in the Main Lobby. Feel free to give them a call at extension 67161.

Visiting Hours
General Visiting Hours........1pm – 8:30pm
Family Suite/Maternity ......11am – 8:30pm
Pediatrics .................. 10am – 8:30pm
Rehab....................... 4pm – 8:30pm weekdays
1pm – 8:30pm weekends
Critical Care................Flexible Visitation

Parking
Parking is available next to the Medical Center.

Disabled parking is available in the front of the visitor’s lot. Visitors with special needs, who require assistance, should contact Security at extension 67568.

For Your Visitors

We urge you not to leave valuables in your vehicle. JFK is not responsible for vehicle thefts or any items that are stolen from a vehicle parked at the Medical Center.

Valet parking is also available at the Main Entrance for a nominal fee from 8:00 a.m. – 8:30 p.m.

Surgery Information & Waiting Areas
The Surgical Waiting Room is located on level 4, near the surgical suite. Following surgery, a patient’s status may be obtained by calling the Information Desk at extension 67161.

Hotel Accommodations
Families and friends of JFK patients can receive special rates at local hotels. Ask a patient representative for a listing or stop by the Information Desk located in the Main Lobby.
Things You Need To Know During Your Stay

What To Do With Your Belongings

Valuables
We urge you to leave your valuables at home. JFK is not responsible for any items that are lost or stolen. If you are unable to do so, please ask your nurse to have your items put in our hospital safe.

Patient Bedside Telephone Service
Telephone service is provided to patients FREE of charge. Telephone service includes all incoming calls as well as local calls to 908, 732, and 848 area codes. All long-distance and collect calls are billed to a credit card or to a third-party number.

Special Communication Needs
JFK Medical Center offers a wide range of services to patients (and their families) with special needs. If you require an Interpreter, please ask your nurse and we can provide Cyracom, a telephone interpretation service. Please contact the Patient Representative Office at extension 67566 or ask your nurse for assistance if you require:
• Translation services
• Sign language interpretation
• Services for the visually impaired

How To Use Your Telephone
Local (732/848/908) calls:
9 + 1 + (732, 848 or 908) + Number
Long distance calls:
dial 9 + 0 + Area Code + Number.
Give the telephone company operator your credit card number or billing information.

If you have questions or need Text Telephone Devices (TTY/TDD), please call the operator by dialing “0.”

TV Service
Daily programming is available 24 hours per day, and channels 3, 6 and 10 — which broadcast music, educational programs and hospital information — are available free of charge. For TV service, call extension 67910. Network channels are available at a fee of $7.00 per day, payable in advance. Pillow speakers are provided so that you can keep your TV volume at a level that will not disturb others. Please respect all patients’ privacy and need for rest. This service is provided by the JFK Auxiliary.

Meals
Room service is available through our Bedside Bistro Program. You may call in your menu selections at your convenience between the hours of 6:30 a.m. and 6:30 p.m. The number to call is 6MEAL (extension 66325). Please inform the Nutrition Assistant taking your telephone order about any special dietary needs—such as Kosher or vegetarian foods—that you may have. The Food & Nutrition Department will work with you to meet any special dietary needs—at no extra charge. Please allow 45 minutes for delivery of your food.

Smoking
For everyone’s health and safety, JFK is a smoke-free facility.
JFK’s Auxiliary Makes Your Stay A Little Brighter
The Auxiliary of the JFK Medical Center Foundation provides the Medical Center with significant financial support. They sponsor volunteer patient programs and services, some of which are listed below. For membership information or to participate in an Auxiliary program, call extension 67085.

- The Shore Grille & Deli: Located off the Main Lobby of the Medical Center, The Shore Grille & Deli at the Terrace Café offers a variety of breakfast, lunch and dinner selections. The Shore Grille & Deli is open Monday through Friday, 7:00 a.m. to 9:00 p.m.; Saturday and Sunday, 8:00 a.m. to 8:00 p.m.
- Gift Shop: Offers magazines, books, newspapers, candy, snacks, toiletries, fresh flower arrangements, jewelry, toys and gifts of all kinds. The Gift Shop is located in the Main Lobby and is open Monday through Thursday, 9:00 a.m. to 8:00 p.m.; Friday, 10:00 a.m. to 8:00 p.m.; Saturday, 11:00 a.m. to 6:00 p.m.; and Sunday, 10:00 a.m. to 6:00 p.m. Feel free to give them a call at extension 67166.
- Library Cart: Auxiliary volunteers visit patient rooms with a cart of paperback books and magazines from the Auxiliary Patient Library. These are available to our patients, their visitors and hospital staff without charge. Reading material is also placed in various waiting rooms.
- Coloring books and crayons are provided for children as well.
- Talking Books: The Talking Books Hospital Program provides cassette players and tapes to visually impaired patients, as well as those unable to hold a book in the conventional manner. This service from the Auxiliary is provided free of charge.
- Geriatric Aid Program: Patients over the age of 80 receive weekly visits from the Auxiliary volunteers, are presented with a silk rose and, if needed, a hand-made lap robe.
- Baby Photo Program: The Auxiliary has contracted with Bella Baby Photography who provide professional photographers to take photos of newborn babies and their family. Pictures are taken with the parents and siblings. Parents can view and order photos the same day. Photographs are also available on Bella Baby website for family viewing and additional ordering.
- Baby Alumni Association: For a small membership fee, we will enroll your baby in our Baby Alumni Association. Your baby’s name is recorded in an Auxiliary Baby Alumni Book and he/she will receive a membership scroll. Your baby will also receive a birthday card on his/her first birthday and every year, thereafter, that they are reenrolled. The membership fees contribute toward the purchase of the equipment for the Pediatric Department and Family Suite of JFK Medical Center.

Friendly Visitor Volunteers
Friendly Visitor Volunteers are available through the Volunteer Services Department for patients who would like companionship during their stay. To contact a Visitor Volunteer, or if you—or someone you
know—is interested in becoming a volunteer, call extension 67083.

**Pastoral Care Services**
The Pastoral Care Department provide emotional and spiritual support to individuals of no and all faiths regardless of ethnic and cultural backgrounds. Support is available for you to express your feelings regarding your illness and hospitalization.

To contact a Chaplain or for more information, call the Pastoral Care Department at extension 67512, or ask the operator (0) to contact the Chaplain on call.

**C.A.R.E. Channel**
The C.A.R.E. Channel, located on Channel 27, offers special programming and Roman Catholic Mass occurring in the Place of Prayer Chapel. The Auxiliary has subsidized the C.A.R.E. Channel, which features restful nature scenes and soothing instrumental music free of charge to all patients.
As a patient in JFK Medical Center, you have the following rights:

Medical Care

• To receive appropriate assessment, management and treatment of your pain.
• 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 be given informed, written consent prior to the start of specified, nonemergency medical procedures or treatments. Your physician should explain to you—in words you understand—specific details about the recommended procedure or treatment, any risks involved, time required for recovery, and any reasonable medical alternatives.
• To refuse medication and treatment after possible consequences of this decision have been explained clearly 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.
• To receive the care and health services that the hospital is required by law to provide.

Communication And Information

• 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.
• To be informed of the names and functions of any outside healthcare and educational institutions involved in your treatment. You may refuse to allow their participation.
• To receive, upon request, the hospital’s written policies and procedures regarding lifesaving methods and the use or withdrawal of life support mechanisms.
• 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 any 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 the right to see your record. This right continues after discharge.
• To obtain a copy of your medical record, at a reasonable fee, within 30 days after a written request is made to the hospital.
Transfers
• To be transferred to another facility only when you or your family has made the request, or in instances where the transferring hospital is unable to provide you with the care you need.
• To receive an advance explanation from a physician of the reasons for your transfer and possible alternatives.

Privacy and Confidentiality
• To have physical privacy during medical treatment and personal hygiene functions, unless you need assistance.
• To confidential treatment of information about you. Information in your records will not be released to anyone outside the hospital without your approval, unless it is required by law.

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 public assistance and private healthcare benefits to which you may be entitled.

Discharge Planning
• To receive information and assistance from your attending physician and other healthcare providers if you need to arrange for continuing healthcare after your discharge from the hospital.
• To receive sufficient time before discharge to arrange for continuing healthcare needs.

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

Freedom from Abuse and Restraints
• To freedom from physical and mental abuse.
• To freedom from restraints, unless they are authorized by a physician for a limited period of time to protect the safety of you or others.
• To freedom from restraints and seclusion in any form when used as a means of coercion, discipline or convenience for the staff as retaliation.

Personal Needs
• To be treated with courtesy, consideration, and respect for your dignity and individuality.
• To have access to storage space in your room for private use. The hospital must also have a system to safeguard your personal property.

Legal Rights
• To treatment and medical services without discrimination based on age, religion, race, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay, or source of payment.
• To exercise all your constitutional, civil, and legal rights.
Professional Services

- To contract directly with a New Jersey licensed registered professional nurse of your choosing for private professional nursing care during your hospitalization. A registered professional nurse so contracted shall adhere to hospital 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.

Patient Visitation

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

Questions and Complaints

- To present questions or grievances to a designated hospital staff member and to receive a response in a reasonable period of time. The hospital must provide you with the address and telephone number of the New Jersey Department of Health agency that handles questions and complaints.

If you have any questions about your rights as a patient or concerns about the quality of care or service provided, you can reach the JFK Message Center at 732-321-7566. If your concern about the quality or safety of care has not been resolved by our staff, you may additionally contact the N.J. Department of Health Complaint Hotline at 1-800-792-9770 or the Joint Commission Office of Quality Monitoring at 1-800-994-6610 to report a concern and/or register a complaint.

The list of Patient Rights is an abbreviated summary of the current New Jersey law and regulations governing the rights of hospital patients. For more complete information, consult the N.J. Department of Health Regulations at N.J.A.C. 8:43b-4, or Public Law 1989-Chapter 170, available through your hospital.
Information You Need To Know:
You have the right to receive an understandable explanation from your doctor about your complete medical condition, including benefits and risks of the treatment recommended by your doctor, as well as reasonable medical alternatives. You have the right to accept or refuse a procedure or treatment used to diagnose or remedy your physical or mental condition. You also have the right to control decisions about your healthcare—via an advance directive—in the event you cannot make your own decisions in the future.

What Happens If I Am Unable To Decide About My Health Care?
If, in the future, you are unable to make treatment decisions due to illness or an accident, those caring for you should know about your values and wishes regarding your healthcare when making decisions on your behalf. That is why it is important to write an advance directive.

What Is An Advance Directive?
An advance directive is a document that allows you to direct who will make healthcare decisions for you and carry out your wishes for medical treatment if you are unable to decide for yourself. Your advance directive may be used to accept or refuse any procedure or treatment, including life-sustaining treatment on your behalf.

What Types Of Advance Directives Can I Use?
There are three kinds of advance directives that stipulate what your wishes are for medical treatment and who you wish to make healthcare decisions on your behalf.

a. A Proxy Directive
(also called a “durable power of attorney for healthcare”) lets you name a healthcare representative, such as family member or friend, to make healthcare decisions on your behalf.

b. An Instruction Directive
(also called a “living will”) lets you state what kind of medical treatments you would accept or reject in certain situations.


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

What If I Do Not Have An Advance Directive?
If you become unable to make treatment decisions and do not have an advance directive, your close family members will talk to your doctor and, in most cases, make decisions on your behalf. However, if your family members, doctors or other caregivers disagree about your medical care, it may be necessary for a court to appoint someone.
as your legal guardian. (This also may be needed if you do not have a family member to make decisions on your behalf.) That is why it is important to put your wishes into writing to make known who should decide for you, and to let your family and doctor know what you want. Even if you do not complete a full instructive directive, it would be helpful to at least designate a person who can speak for you, if you cannot speak for yourself.

**Will My Advance Directive Be Followed?**

*Yes.*

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

**What If I Change My Mind?**

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

**Will I Still Be Treated If I Do Not Fill Out An Advance Directive?**

*Yes.*

You do not need an advance directive or fill out any forms to receive medical treatment, nor will you be denied care based on whether or not you have an advance directive.

**What If I Have Not Planned Ahead?**

If you have not planned ahead and do not have decision-making capacity, we will consult with your next of kin in the following order:

- Court appointed Special Medical Guardian or Guardian of the Person. If a guardian has been appointed by the court, that guardian’s directives with respect to treatment decisions take precedence over the following potential healthcare decision makers, within the limits and conditions of the Court’s order.
- Persons designated by the patient as their healthcare decision maker in a durable medical power of attorney, living will, proxy directive, instruction directive or as otherwise clearly documented by the patient. NOTE: The extent of such person's authority to make decisions may be governed by the designating document and therefore must be carefully reviewed by the practitioner and the patient's designee.
- Close family member(s) of the patient over the age of 18 years old in the following order of priority:
  - Spouse or domestic partner (if living with the incompetent as man and wife or domestic partners)
  - Children
  - Parents
  - Siblings

**What if I decline treatment?**

You have the right to receive an understandable explanation from your doctor about your complete medical condition, benefits and risks of the treatment recommended by your doctor, as well as reasonable medical alternatives. You have the right to accept or refuse a procedure or treatment used to diagnose or remedy your physical or mental condition, including life-sustaining treatment.
What Are Life-Sustaining Treatments?
Today, there are many life-sustaining measures. They include any medical procedures devices, drugs, surgery, or therapies that use mechanical or other artificial means to sustain, restore or replace a vital bodily function. Your physician or a member of your healthcare team can help you address any questions you may have about a life-sustaining treatment.

What Is Cardiopulmonary Resuscitation (CPR)?
Administered by healthcare professionals, CPR is a treatment that is performed to restore a patient’s breathing or heartbeat.

What Is A DNR Order?
A Do Not Resuscitate (DNR) order is placed in the patient’s medical record and instructs the medical and nursing staff not to use CPR if the patient’s breathing or heartbeat stops. The order is written by a physician, following discussion with the patient or the healthcare decision-maker.

Is My Right To Request Or Receive Other Treatment Affected By A DNR Order?
No.
A DNR order applies only to CPR and does not affect other treatment.

What Other Information And Resources Are Available To Me?
Your doctor or a member of our staff can provide you with additional information about our policies on advance directives. They can also lend their assistance and provide you with written materials on advance directives. If there is a question or disagreement about your healthcare wishes, we have an Ethics Committee and individuals who can help. If you have any questions, need assistance, or would like a copy of an advance directive, call our Patient Representatives Department at 732-321-7566. You have the right to report noncompliance of advance directives with state law to the New Jersey Department of Health Compliance Hotline at 1-800792-9770.

What Is The Bioethics Committee?
The Committee includes doctors, nurses, clergy, and other health professionals. At the request of a patient, family member or physician, this group meets to discuss the ethical and legal concerns raised by individual cases to help those involved deal with these difficult issues. The Committee does not make decisions, but helps to clarify issues, while providing guidance and support.

A Bioethics consult may be requested by calling the Risk Management Dept. at extension 67504.
Patient Responsibilities

**Provision Of Information**
You are responsible for providing—to the best of your knowledge — accurate and complete information about your present complaints, past illnesses, hospitalizations, medications and other health matters. You are responsible for reporting unexpected changes in your condition to the responsible practitioner. You are responsible for telling someone when you do not understand what procedures and treatments will be performed.

As the patient, you also are responsible for reporting dissatisfaction with the quality of care or service provided.

**Compliance With Instructions**
You are responsible for adhering to the treatment plan recommended by the practitioner who is primarily responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the practitioner’s orders, and enforce the applicable hospital rules and regulations. You are responsible for keeping appointments and for notifying the responsible practitioner or the hospital if you are unable to do so.

**Refusal Of Treatment**
You are responsible for the consequences of your actions if you refuse treatment or do not follow the practitioner’s instructions.

**Hospital Rules And Regulations**
You are responsible for following the rules and regulations affecting patient care and conduct, while you are in the hospital.

**Respect And Consideration**
You are responsible for being considerate of the rights of other patients and hospital personnel, for assisting in the control of noise, and number and age of your visitors. You are also responsible for being respectful of the hospital and the privacy of others.
Patient Guide

Patient Safety-Speak-Up

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.

• **Your health is very important.** Do not worry about being embarrassed if you do not understand something that your doctor, nurse or other healthcare professional tells you. If you do not understand because you speak another language, ask for someone who speaks your language. You have the right to get free help from someone who speaks your language. Do not be afraid to ask about safety.

• If you are having surgery, ask the doctor to mark the area that is to be operated on.

• Do not be afraid to tell a healthcare professional if you think he or she has confused you with another patient. Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right healthcare professionals. Do not assume anything.

• Tell your nurse or doctor if something does not seem right.

• Expect healthcare workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you do not know who the person is, ask for their ID.

• Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment. Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

• Ask your doctor about the special training and experience that qualifies him or her to treat your illness.

• Look for information about your condition. Good places to get that information are from your doctor, your library, support groups, and respected Web sites, like the Centers for Disease Control & Prevention (CDC) Web site.

Resources

*The Joint Commission SpeakUp™ Campaign. The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety.*
Fall Prevention in the Hospital

Many falls occur when patients or residents try to get out of bed either to go to the bathroom or walk around the room by themselves. If you need to get out of bed:

- Use your call button to ask for help getting out of bed if you feel unsteady.
- Ask for help going to the bathroom or walking around the room or in hallways.
- Wear non-slip socks or footwear.
- Lower the height of the bed and the side rails.
- Talk to your doctor if your medicine makes you sleepy, light headed, sluggish or confused. Ask how to reduce these side effects or if you can take another medicine.
Five Things You Can Do To Prevent Infection

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

1. **Wash Your Hands.**
   - Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands.
   - Or, if your hands do not look dirty, you can clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
   - Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.

2. **Make Sure Health Care Providers Clean Their Hands Or Wear Gloves**
   Doctors, nurses, dentists and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they’ve cleaned their hands.
   - Healthcare providers should wear clean gloves when they perform tasks such as taking throat cultures, drawing blood or touching wounds or bodily fluids. Don’t be afraid to ask them if they should wear gloves.

3. **Cover Your Mouth and Nose.**
   - 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.
   - Use a tissue! Keep tissues handy at home, at work and in your pocket. 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.

4. **If You Are Sick, Avoid Close Contact with Others.**
   - If you are sick, stay away from other people or stay home. Don’t shake hands or touch others.
   - When you go for medical treatment, call ahead and ask if there’s anything you can do to avoid infecting people in the waiting room.

5. **Get Shots to Avoid Disease and Fight the Spread of Infection.**
   - Make sure that your vaccinations are current—even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases:
     - Chicken pox
     - Mumps
     - Measles
     - Diphtheria
     - Tetanus
     - Hepatitis
     - Shingles
     - Meningitis
     - Flu (also known as influenza)
     - Whooping cough (also known as Pertussis)
     - German measles (also known as Rubella)
     - Pneumonia (Streptococcus pneumoniae)
     - Human papillomavirus (HPV)
Medication Safety

- **Know what medicines you take and why you take them.** Medicine errors are the most common health care mistakes.

- **Ask about why you should take the medicine.** Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.

- **If you do not recognize a medicine, double-check that it is for you.** Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you are not well enough to do this, ask your advocate to do it.

- **If you are given an IV, ask the nurse how long it should take for the liquid to run out.** Tell the nurse if it does not seem to be dripping right (too fast or too slow).

- **Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.**

- **If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together.** Do the same thing with vitamins, herbs and over-the-counter drugs.
Pain Management

As the patient, you are the expert in assessing the level of pain you are feeling. To assist you with pain management while in our care, we recommend the following guidelines:

1. Ask your healthcare team what to expect before and after procedures.
2. Discuss pain control options with your healthcare team, including any alternatives to drugs.
3. Notify your healthcare team about any allergies to medications.
4. Inform your healthcare team about any “over the counter” herbal or other pain remedies you are currently taking (for example, Glucosamine, Tylenol).
5. Inquire about long-acting pain medications as well as short-term or PRN (as needed) medications.
6. Help the healthcare team “measure” your pain. You may be asked to “rate” the intensity of your pain using a scale of zero to ten. Zero is no pain and ten is unbearable pain.
7. Ask for pain medication when you first begin to feel pain. You may request pain medication prior to activities that may increase your pain.

8. Pain management is often complicated by drug or alcohol use, especially regular use. To assist us in providing very good care, please be honest with the healthcare staff regarding any regular use of alcohol and/or drugs.

Resources
The Joint Commission SpeakUp™ Campaign. The Joint Commission is the largest healthcare accrediting body in the United States that promotes quality and safety.
An Advocate on Your Behalf

Can Your Family Or Friends Help With Your Care?
Find out if there is a form you need to fill out to name your personal representative, also called an advocate. Ask about your state’s laws regarding advocates.

How Can An Advocate Help With Your Care?
They can get information and ask questions for you when you can’t. They can remind you about instructions and help you make decisions. They can find out who to go to if you are not getting the care you need.

Respect And Consideration
You are responsible for being considerate of the rights of other patients and hospital personnel, for assisting in the control of noise, and number and age of your visitors. You are also responsible for being respectful of the hospital and the privacy of others.

Can Your Advocate Make Decisions For You?
No, not unless they are your legal guardian or you have given them that responsibility by signing a legal document, such as a healthcare power of attorney.

• Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.

• Your advocate should be someone who can communicate well and work cooperatively with medical staff for your best care.

• Make sure this person understands the kind of care you want and respects your decisions.

• Your advocate should know who your healthcare proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your healthcare when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.

• Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.
You have the right to receive the necessary hospital care for the proper diagnosis and treatment of your illness or injury. Your discharge date is determined solely by your medical needs. You have the right to be fully informed about decisions affecting your Medicare coverage, including decisions regarding noncoverage of services.

**Talk To Your Doctor About Your Stay In The Hospital**

You and your doctor know more about your condition and your healthcare needs than anyone else. If you have questions about your medical treatment, your need for continued hospital care or your discharge date, consult your doctor. If you or your family have any questions or concerns about hospital services, you should talk to a hospital patient representative, **extension 67566**, or a discharge planner, **extension 67157**. Do not hesitate to ask questions.

**Healthcare Quality Strategy Incorporated (HQSI)**

Healthcare Quality Strategy Incorporated (HQSI) is a group of doctors paid by the federal government to review medical necessity, appropriateness and quality of hospital treatment furnished to Medicare patients. When necessary, HQSI will respond to your request for a review or the appeal of written notices that indicate Medicare will not or no longer pay for your hospital stay.

If you think you are being discharged from the hospital too soon

It is customary to receive a written explanation regarding your rights as a Medicare patient. This written notice, which you should receive upon admission, is called “An Important Letter from Medicare.” Ask your Case Manager for a written notice of explanation if you have not received one. The hospital’s written notice is necessary if you decide to file an appeal with HQSI. Should you decide to appeal, do so immediately by calling HQSI. If you lose the appeal, you may be billed for all costs of your hospital stay—beginning with the third day from the time your appeal is reviewed.

Remember, without written notice from the hospital, you have no right to appeal.

**To appeal, call:**

Healthcare Quality Strategy Incorporated of New Jersey (HQSI)
557 Cranbury Road, Suite 21
East Brunswick, NJ 08816
1-800-624-4557

For any questions regarding your rights as a Medicare patient or the appeal process, please contact your unit Case Manager or call the Case Management/ Social Work Department at **extension 67157**.
How To Request A Review Of The Notice Of Noncoverage:
If you receive a Notice of Noncoverage, which states that your physician agrees with the hospital’s decision:

• You must make your request for review to the HQSI—in writing or via phone—by noon of the first work day after you receive the Notice of Noncoverage.
• The HQSI must know your views about your case before making its decision. The HQSI will inform you by phone and in writing of its decision regarding the costs of your hospital stay—beginning at noon of the day after you receive the HQSI’s decision.
• Thus, you will not be responsible for the cost of hospital care prior to the HQSI’s decision.

If The Notice Of Noncoverage States That The HQSI Agrees With The Hospital’s Decision:

• You should make your request for reconsideration by phone or in writing to the HQSI immediately upon receipt of the Notice of Noncoverage.
• The HQSI can take up to three working days from receipt of your request to complete the review. The HQSI will inform you in writing of its decision.
• Since the HQSI has already reviewed your case, prior to issuance of the Notice of Noncoverage, the hospital is permitted to bill you for the cost of Noncoverage (even if the HQSI has not completed its review).

• Thus, if the HQSI continues to agree with the Notice of Noncoverage, you may have to pay for at least one day of hospital care.

NOTE: The process described above is called “immediate review.” If you miss the deadline for this immediate review while you are in the hospital, you may at any point, thereafter, request a review of Medicare’s decision of noncoverage of your hospital stay. The Notice of Noncoverage will tell you how to request this review.

Post-Hospital Care
The discharge planner at the hospital will help 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 healthcare. Therefore, you should find out which services will or will not be covered and how payment will be made.
Notice Of Privacy Practices

How Is Patient Privacy Protected?
At JFK Health System, we understand that information about you and your health is personal. Because of this, we continually strive to maintain confidentiality and to safeguard your information through administrative, physical and technical means, and otherwise abide by applicable federal and state guidelines.

When you visit a JFK Health System facility, we use and disclose your health information for the normal business activities that the law sees as falling in the categories of treatment, payment and healthcare operations.

Treatment
We keep a record of each visit and/or admission. This record may include your test results, diagnoses, medications, and your response to medications and other therapies. We disclose this information so that doctors, nurses, and other staff and entities such as laboratories can meet your needs. JFK also partners with Jersey Health Connect, which is a Health Information Exchange (HIE), and will share electronically your health information with other physicians and healthcare facilities to facilitate treatment decisions, eliminate redundancy and reduce unnecessary cost. You may opt-out of this electronic health exchange by contacting Jersey Health Connect at 855-624-6548 or via the internet at www.jerseyhealthconnect.org. In most cases, we will not share certain sensitive health information, such as information related to HIV status or treatment, mental health treatment, drug and alcohol abuse treatment or information related to sexually transmitted diseases with the HIE.

Payment
We document the services and supplies you receive at each visit or admission so that you, your insurance company or another third party can pay us. We may tell your health plan about upcoming treatments or services that require its prior approval.

Health Care Operations
Health information is used to improve the services we provide, to train staff and students, for business management, quality improvement, and for customer services. JFK Medical Center reserves the right to change privacy practices, and make the new practice effective for all the information we maintain. Revised notices will be posted in our facilities and we will offer to send you a copy when you receive services.

For more information or a full Notice of Privacy Practices:
- Visit our website at www.jfkmc.org
- Call or write the JFK Privacy Officer at 732-744-5888.
When It’s Time To Leave The Hospital
During your stay with us, you will have the opportunity to interact with the Case Management/Social Work Department, which consists of both Nurse Case Managers and Social Workers. We realize that hospitalization is a very difficult time for you and your family. The Case Management/Social Work Department is here to assist you with your plans for discharge and help with the transition. If you have any questions or concerns about planning your discharge, call the Coordinated Health Department at extension 67157.

Continuing Your Care After Discharge
Dietary Counseling
Registered dieticians from JFK’s Food and Nutrition Department provide dietary counseling services to patients prior to discharge. For more information, please call extension 63438.

Post Hospital: Long-Term Care, Home Care and Rehabilitation Services
After discharge, JFK Medical Center offers patients a continuum of care through our JFK Hartwyck Nursing and Rehabilitation Centers. Additionally, private duty nurses, aides, and home care therapy are available for patients requiring medical care outside of the hospital setting. For more information, please call Home Care Services extension 52253.

When your doctor determines that you no longer need the specialized services of a hospital but still require medical care, you may be discharged to a skilled nursing facility.

Many patients require some form of continuing care after being discharged from the hospital. Our Case Management/Social Work Department will help you and your family plan and prepare for the day you are discharged. Working closely with you and your family, the case managers coordinate with the rest of the healthcare team to develop a discharge plan to meet your individual needs.

There are several local long-term facilities affiliated with JFK Health System that can meet your needs upon discharge.

If you have any questions please ask a member of our staff for assistance.
**About Your Bill**

**Billing**
You may send your payment by mail, addressed to the location on the bill, pay in person at the JFK Office Complex, 80 James Street, third floor—across the street from JFK Medical Center, or pay on-line securely at www.jfkmc.org. Credit cards or checks are accepted. If you have any questions about your bill, please contact the business office at 732-321-7527.

**The New Jersey Hospital Care Payment Assistance Program**
Financial assistance for hospital services is available to qualified applicants. To determine your eligibility to receive services at no or reduced charge, please contact the Financial Assistance Department (located in the Admitting Department) at 732-321-7534. Fees for physician, emergency room, anesthesiology, pathology, radiology, and radiology interpretation services as well as outpatient prescriptions are separate from hospital charges and may not be eligible for reduction. Charity care is not available for cosmetic surgery and fertility enhancement diagnostic treatments or services. The New Jersey Hospital Care Payment Assistance Program is funded by the state of New Jersey and administered by the New Jersey Department of Health and Senior Services.

**Your Bill For Your Hospital Stay**
If you are fully covered, your insurance company will pay your bill. If not, you will be responsible for the unpaid portion of your bill. For information or answers to questions about billing, call extension 67527. The Business Office is located at the JFK Office Complex, 80 James Street, third floor. Designated parking is available.

**Your Bill For Separate Physician Services**
Some services are separate from your hospital and physician’s bills and may or may not be covered under your insurance. Contact the offices listed below with questions you may have.

- **Emergency Services** (physicians’ services only) — contact Middlesex Emergency Associates, P.A., 973-773-4886. Your private physician will bill you separately for consultative services.
- **Edison Radiology & Pathology**—all lab results, X-rays, CT/PET scans, MRIs are read by Edison Radiology & Pathology and are billed separately from your hospital bill. For questions, call 732-287-1634.
- **Anesthesia Services** contact James Street Anesthesia, 732-494-1444.
- **Radiation/Oncology Services** are billed in two parts: a facility charge billed by the JFK Medical Center, and physician services billed by PCS Medical Billing, 610-762-3115.
JFK Health System is a not-for-profit health system that serves the residents of central New Jersey. Strong ties to the community, established regional reputations, exceptional employees, mutual commitment to patient satisfaction, and quality medical staffs are key factors that brought us together.

Please visit JFK Health System at www.jfkhealthsystem.org for additional information.

JFK Medical Center
Each year, JFK accommodates more than 20,000 admissions, 3,000 births, and 60,000 Emergency Department visits. Founded in 1967, JFK Medical Center is a non-profit 498-bed community hospital, serving residents of Middlesex, Union and Somerset counties in Central New Jersey. With more than 900 affiliated physicians, JFK offers a complete array of advanced services including general and specialized surgery, cardiac care, maternity and pediatric care, and emergency medicine.

JFK Medical Center is an affiliate of JFK Health System and accredited by the Joint Commission. For more information about the Medical Center, call 732-321-7000 or visit us on the web at www.jfkmc.org.

The JFK Johnson Rehabilitation Institute
The 94-bed facility is nationally renowned for the diagnosis, treatment, education and advocacy for persons with physical disabilities. A major component of the Institute is the Center for Head Injuries.

Other services include:
- Physical, occupational and recreational therapies
- Speech and audiology programs
- Diabetic and audiology programs
- Diabetic and cardiopulmonary rehabilitation
- Vocational rehabilitation services
- Psychological and social work services for inpatients and outpatients
- Pediatric rehabilitation
- Prosthetics and orthotics services

The JFK Johnson Rehabilitation Institute has received a national designation in rehabilitation medicine and traumatic brain injury recovery. The innovative Day Rehabilitation Program offers comprehensive rehabilitation on an outpatient basis and provides an alternative to inpatient care. In addition, the Institute offers a full range of other outpatient services. For more information, call Client Services at 732-321-7733.
JFK New Jersey Neuroscience Institute
The JFK New Jersey Neuroscience Institute is a comprehensive center for the diagnosis, treatment and study of neurological diseases. It has specialized programs in areas such as:
- Epilepsy
- Balance Disorders
- Brain Tumors
- Movement Disorders
- Adult and Pediatric Neurosurgery
- Stroke
- Sleep Medicine

The NJ Neuroscience Institute has been rated as number one in New Jersey for the treatment of stroke and complex neurological disorders. The Institute also works to promote investigative efforts in basic and clinical research. For more information, call 732-321-7010 or visit our website at www.jfkmc.org.

JFK For Life Fitness Center
The Center offers individually monitored exercise programs and preventative medicine, such as dietary planning and stress management techniques. Located across from the Medical Center, it is open to the public. Call 732-632-1610.

JFK Hartwyck Nursing and Rehabilitation Centers
The Hartwyck Centers provide more than 500 beds for those requiring long-term care and rehabilitative services. Services include nursing, subacute and respite care.

Specialized programs include adult medical day care, Alzheimer’s medical day care, longterm coma management care, and units for Huntington’s Disease, brain injury, subacute care and ventilator patients.

Home Care
JFK At Home provides a one-stop resource for at-home healthcare needs to patients in Middlesex, Somerset and Union counties and expands throughout Monmouth and Ocean Counties through our partnership with Meridian at Home. Keeping a family member living at home surrounded by their loved ones after an illness or injury is everyone’s goal. At JFK At Home, we understand the importance of staying at home during the healing process and we are here to provide professional support for you or your loved one to help them get back to functioning to their fullest while continuing with their daily routine. For everything you may need in home healthcare, this is the place to start. For more information, call 732-317-5777.

Home Care Services
- In-home nursing assessments and evaluation
- Medication review, education and organization
- Home Health Aides
- Care of surgical wounds, dressings, feeding tubes, foley catheters and drains
- Instruction and monitoring of care and progress
- Nutrition counseling
- Physical, occupational, and speech therapy
- Specialized home orthopedic recovery program
- Medical Social Worker
JFK Haven Hospice
JFK Haven Hospice program provides support and assistance in the hospital and at home, for the physical, emotional, psychological and spiritual needs of the patient, family and caregiver alike. Haven also offers training, education and consulting services to healthcare professionals and the community regarding the special needs of the sick and bereaved. For more information, call 732-321-7769 or extension 67769.

JFK Medical Center Foundation
As the philanthropic arm of JFK Medical Center, the JFK Foundation seeks charitable contributions for critical funding needs, such as: state-of-the-art clinical services and technologies, facility modernizations and expansions, staff and community education, wellness initiatives, outreach programs and other vital components of JFK’s continuum of care. Founded in 1967, JFK has changed dramatically over the past several decades and continues to grow the same way it began, through the compassionate generosity of individuals, foundations and corporate benefactors who embrace a unified vision for a healthier future. Philanthropy is more important than ever before as JFK and its affiliates respond to the region’s expanding needs and an increasingly challenged healthcare delivery system. With support from our donors, JFK will remain strong and vibrant while ensuring that you and your neighbors have access to the highest quality healthcare services—today and for generations to come.

To learn more about making a gift, visit the Foundation at www.jfkmc.org.

JFK-Mediplex Surgery Center
This outpatient surgery center offers a variety of same-day procedures, including laser endoscopic and arthroscopic surgery. For information, call 732-632-1600.

Have A Question? Call Your JFK Patient Representative
If you have a concern or question not answered in this guide, please call the Patient Representative Office.

Office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. You also can leave a message at the 24-hour message center, extension 67566. Or, from home, call 732-321-7566.
For more information on any of these services, please call the numbers listed below.

JFK Medical Center .............................................................. 732-321-7000

JFK Johnson Rehabilitation Institute ...................................... 732-321-7733

JFK New Jersey Neuroscience Institute .................................. 732-321-7010

The JFK Breast Center .......................................................... 732-205-1417

JFK-Mediplex Surgery Center ................................................ 732-632-1600

JFK Imaging Center .............................................................. 732-321-7800

Center for Behavioral Health .................................................. 732-321-7189

JFK For Life Fitness Center ...................................................... 732-632-1610

JFK Hartwyck at Cedar Brook (Plainfield) .............................. 908-754-3100

JFK Hartwyck at Edison Estates (Edison) ............................... 732-985-1500

JFK Hartwyck at Oak Tree (Edison) ....................................... 732-906-2100

JFK Medical Center Foundation ............................................. 732-632-1540

While you are in the hospital, you may reach any in-house number by dialing “6” plus the last four digits of the number.
Located in the heart of Edison, JFK Medical Center was established in 1967 with a reputation for excellence in healthcare. JFK is a 498-bed full service acute-care hospital that provides a wide range of specialty services. JFK Medical Center is the home of the JFK Johnson Rehabilitation Institute and the JFK New Jersey Neuroscience Institute. For more information, call 732-321-7000 or visit www.jfkmc.org.