Patient

guide

JFK Medical Center

Your Hospital. Your Health.
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.
Dear Patient and Family,

Welcome to JFK Medical Center, one of New Jersey’s leading health care providers. JFK Medical Center is an affiliate of the JFK Health System—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 exceptional quality health care.

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
To Our Valued Patients and Families:

JFK Medical Center would like to thank you for choosing us as your health care provider. For many of you, your visit with us will be an emotional time. With this in mind, we have made every effort to make you as comfortable as possible. It is our sincerest hope that we will achieve this objective.

One of the most important ways we measure our success is by asking for your opinion. Within two weeks of your discharge, you will receive — via mail — a Patient Survey that asks you to rate your experience at JFK Medical Center.

**Our Goal is to receive a “5” or “Very Good” in all areas.**

A “5” does not mean “excellent” or “perfect.” A “5” represents “very good.” If you feel that we have met your expectations and achieved 75% of our goal or better, please give us a “5.” We would especially like to receive a “5” if you take the time to write a comment about a specific staff member or department. By doing so, the hospital rewards those individuals who have worked hard to make your stay as pleasant as possible.

JFK Medical Center always strives to provide quality care and identify ways to improve. We hope you will take the time to complete the survey and let us know what you think of the care you received at JFK Medical Center.

With sincerest gratitude,

Your Health Care Team
Table of Contents

For Your Visitors
Information Desk ................................................. 1
Gift Shop .................................................................. 1
Parking ................................................................... 1
Surgery Information Waiting Areas .................... 1
Hotel Accommodations ...................................... 1
Directions to JFK Medical Center ...................... 1

Things You Need To Know During Your Stay
Patient's Personal Belongings and Valuables ...... 2
Call Button .......................................................... 2
Telephone Services .............................................. 2
TV Service ........................................................... 3
Meals .................................................................... 3
Smoking .................................................................. 3
Health Precautions .............................................. 3
Private Duty Nurses ............................................. 4
JFK Auxiliary ....................................................... 4
Shore Grille & Deli at the Terrace Café ............ 4
Gift Shop ............................................................. 4
Library Cart .......................................................... 4
Talking Books ...................................................... 4
Geriatric Aid Program ......................................... 5
Baby Photo Program ........................................... 5
Baby Alumni Association .................................... 5
Friendly Visitors Volunteers ............................. 5
Pastoral Care Services ......................................... 5
Special Needs ....................................................... 5
Pain Management ................................................ 6
Safety Risk Identification Bands ......................... 7
Infection Prevention ............................................ 8
How To Stop Smoking ......................................... 10
Restraints .......................................................... 13
Fall Prevention ..................................................... 14

Home Care .......................................................... 16
What You Need To Know About Central Line Bloodstream Infections (CLABSI) ...... 16

Discharge Planning And Procedures ..................... 18

Long-Term Care, Home Care & Rehabilitation Services ............................................. 19

About Your Bill
Billing ................................................................... 20
N.J. Hospital Care Payment Assistance Program ...................................................................... 20
Hospital Bill ................................................................ 20
Separate Physician Service Bills ......................... 21

Your Rights As A Patient
Guidelines Concerning Life-Sustaining Care ................................................................. 22
Terms You Should Understand ........................................... 25
Advance Directive/Living Will ........................................... 27
Your Rights As A Patient ......................................... 30
Patient Responsibilities ......................................... 33
Your Rights as a Medicare Hospital Patient ........... 34
Speak-Up. Know Your Rights .................................. 35
Notice of Privacy Practices ........................................ 38

JFK Health System
A Brief Look At JFK Health System ........... 41
JFK Foundation ...................................................... 43
Our Values ............................................................... Inside Back Cover
JFK Telephone Directory .......................... Inside Back Cover

Do you have questions or concerns about your care?
Please call us at extension 67566.
For Your Visitors

**Information Desk**
Located in the Main Lobby, the Information Desk has a variety of helpful information for patients and visitors. Feel free to give them a call at extension 67161.

**Gift Shop**
The Gift Shop, an Auxiliary project staffed by Auxiliary volunteers, 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 Friday, 9:00 a.m. to 8:00 p.m.; Saturday and Sunday, 10:00 a.m. to 6:00 p.m. Feel free to give them a call at extension 67166.

**Parking**
Parking is available next to the Medical Center. We ask that you do not park anywhere that may block entrances.

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.

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. For your convenience, a volunteer usually staffs the waiting area — Monday through Friday from 9:00 a.m. to 5:00 p.m. — to address your concerns or questions.

**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.

**Directions To JFK Medical Center**
65 James Street, Edison, NJ

**Garden State Parkway—From Points North and South**
To Exit 131. Bear right onto Route 27 South. Go to third light from Parkway South exit or fourth light from Parkway North exit. Turn right onto James Street at the Dunkin’ Donuts and Rite Aid intersection. JFK Medical Center is 0.30 miles on the left.

**New Jersey Turnpike**
To Exit 11. Follow signs for the Garden State Parkway North and then follow above directions.
What To Do With Your Belongings

**Personal Items**
For your comfort, you may wish to bring a few things from home for your stay at JFK. Patients often bring a robe, pajamas, toiletry items, books and magazines.

**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.

Using Your Call Button
If you need a nurse, press the call button on your bed. If you need emergency services while you are in the bathroom, pull the cord marked “For Service.”

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.

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.”

A telephone is available to all non-critical care patients. Several portable telephones are available to patients in critical care and the Emergency Department.
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.

The JFK Pastoral Department, 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, also on Channel 27, which features restful nature scenes and soothing instrumental music free of charge to all patients.

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.

Because nutrition is an important part of your care, the Food & Nutrition Department will send you a tray of food, at the end of a given meal period, if you have not ordered one.

Smoking
For everyone’s health and safety, JFK is a smoke-free facility.

Health Precautions
JFK Medical Center follows standard health precautions guidelines. The use of standard precautions is intended to prevent the spread of infection. Health care workers are encouraged to use protective measures when in contact with body fluids. The extent of precautions taken depends on the type of patient contact. Special care is also taken in the disposal of linens, waste materials and needles. Patients who are suspected of having certain contagious diseases—such as chicken pox, tuberculosis, and gastrointestinal infections—require additional precautionary measures with appropriate signage. Visitors must check with the nurse before entering a room with an airborne, droplet or contact sign.

Your physician or nurse will explain any special precautions. For additional information, call JFK’s Infection Control Department at extension 67539.

Standard precaution signs are posted in all patient rooms.

Handwashing is the most important way to prevent the spread of infection.
Private Duty Nurses
As a patient admitted to JFK Medical Center, you have the right to contract directly with a New Jersey licensed registered professional nurse for private care during your hospitalization.

A contracted registered professional nurse shall adhere to hospital policies and procedures, 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 nurse association registries that refer nurses for private professional nursing care.

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 also sponsor many 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:** An Auxiliary project staffed by Auxiliary volunteers, the 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 almost every day 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 of JFK Medical Center Foundation has contracted with Bella Baby Photography who provide professional photographers to take photos of newborn babies and their family. Babies look the most beautiful and natural when being held in their parents’ arms or cuddled in one of their own baby blankets. In many cases 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 Chaplains at 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.

**Special Needs**

JFK Medical Center offers a wide range of services to patients (and their families) with special needs. 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
Pain Management

We’re Here to Help

Pain is your body’s way of letting you know that something is wrong. It is a personal experience that is unique to each individual and may include a range of physical and mental sensations — such as aching, tightness, numbing and burning — that vary in severity, persistence, source and duration. Over time, pain can lead to fatigue, depression, and withdrawal from social and physical activities, which may make your pain worse. In fact, the American Academy of Pain Medicine estimates that over 75 million Americans live with serious pain.

At JFK Medical Center, our goal is to enhance a patient’s quality of life and their ability to enjoy daily activities. We take an integrated approach to pain management, providing consultation and treatment to individuals suffering from acute, chronic and cancer pain. Our team of skilled medical professionals work together with the patient and family members to develop an individualized treatment plan based upon your condition. Treatment approaches include pharmacological management, psychological evaluation and treatment, physical medicine/therapy, multidisciplinary case conferences, and a range of procedures proven to effectively manage pain.

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 (ex: 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.
REMEMBER:
Help us manage your pain. You are the best judge of what you are experiencing. So, we rely on you to let us know when you feel the pain, where you feel the pain, how bad the pain is, what it feels like and how it responds to treatment. By working together, we can effectively evaluate and manage your pain. Remember to consult with your healthcare team if you have concerns or questions.

We care how well your pain is controlled.

Safety Risk Identification Bands: A Statewide Initiative
New Jersey hospitals are working collaboratively with the NJ State Department of Health and the New Jersey Hospital Association on projects that directly relate to improved patient safety. One such project is the standardization of color-coded alert wristbands, which JFK Health System has adopted.

What is a Color-Coded Wristband?
Alert wristbands are used in hospitals to quickly communicate medical conditions that a patient may have. Certain colors and words are used to quickly identify patients and alert staff to the patient’s condition.

What do the Different Colors Mean?
JFK Medical Center has standardized the use of three colors from among the safety alert bands proposed by the State:

Red = Allergy  Yellow = Fall Risk  Pink = Limb Alert

Allergy
If a patient has an allergy to anything, especially medications, it is very important to notify hospital staff as soon as possible. The patient’s allergies are indicated on a RED plastic band.

Fall Risk
We would like to prevent falls at all times. Some patients need help to move or walk, especially those patients who are weakened by an illness. When a patient is wearing a YELLOW wristband, hospital staff is alerted that the patient requires assistance when walking because he/she is at risk for a fall.
Limb Alert
Some patients have past or current conditions that prohibit the use of a certain extremity for various reasons. This PINK band will alert hospital staff to not use this extremity for blood draws, I.V. insertion or other medical procedures.

Involving Patients and Family Members
It is important that both patients and families know what each of these colors represent because you are our best source of information.

Keep Us Informed. Please make hospital personnel aware of information that is important to the health and care of the patient. Please notify the staff if a patient has: allergies to medications or foods, gets dizzy or loses his/her balance when standing, or has had a mastectomy.

Thank you for helping us keep our patients safe!

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.

The goal of the Speak Up™ program is to help patients become more informed and involved in their health care.

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, 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 health care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they should wear gloves.

   • Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your mouth or private parts. 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)

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Five Things You Can Do To Prevent Infection is supported by:
American Hospital Association
www.hospitalconnect.com
Association for Professionals in Infection Control and Epidemiology, Inc.
www.apic.org
Centers for Disease Control and Prevention
www.cdc.gov
Infectious Diseases Society of America
www.id society.org
The Joint Commission
www.jointcommission.org
Society for Healthcare Epidemiology of America www.shea-online.org
How To Stop Smoking
Cigarettes contain thousands of harmful substances – more than 4,000 chemicals and 43 carcinogens. Nicotine, the most harmful chemical, is a powerful, addictive and deadly drug. It speeds up your heartbeat, increases your blood pressure, tightens your blood vessels, and limits the flow of blood and air to your lungs. Years of medical studies have proven that cigarette smoking causes heart disease and lung disease. In fact, the Surgeon General reported, “Smoking harms nearly every organ of the body, causing many diseases and reducing the health of smokers in general.”

Pregnant women who smoke have more miscarriages and have an increased risk of giving birth to a premature and low birth weight baby, and infant death. Her child may have increased breathing problems, slow lung development during the first year of life, and serious health consequences in the future.

Cigarette smoking is the number one cause of preventable death, causing one in five deaths (438,000) in the United States each year. According to statistics, 9 out of 10 lung cancer cases are the result of smoking cigarettes. The death rate from cancer is two times higher in smokers than non-smokers.

Once you stop smoking, your body immediately begins to repair some of the damage that smoking causes. Every day without smoking helps, but it can take years for your body to heal itself.

How Do I Quit?
Quitting smoking may seem almost impossible. It is difficult and may take a few tries before you are successful. But it can be done. Nearly 46 million Americans have quit.

To succeed you must make the definitive decision to quit. People who are fairly dependent on cigarettes may need to incorporate multiple sources in their quitting plan to maximize their chances of success. The more help and support available to you the greater your chances of quitting and staying smoke free.

What You Need To Do To Succeed
STEP 1 – PREPARE TO QUIT!
• Identify your personal reasons for quitting. Write the reasons down and review one each night before you go to bed.
• Set a quit date and stick to it. Choose a day you will remember so you can celebrate it every year afterwards. For example, if you smoke mostly at work, try quitting on a weekend.
• Identify your barriers to quitting (such as your spouse smokes or you’ve relapsed before due to depression or weight gain).
• Make specific plans ahead of time for dealing with temptations. Identify two or three coping strategies that work for you (examples are provided later in this booklet).
• Get cooperation from family and friends. They cannot quit for you but they can help by not smoking around you, providing a sympathetic ear and encouragement, and leaving you alone when you need “space."

The first few weeks will be tough, but their support can help get you through.
STEP 2 – PREPARE AN ACTION PLAN!

To optimize your chances of success, it is important to map out a Quit Smoking Action Plan. (The plan should also include action steps in the event you relapse.) First, talk to your caregiver regarding which options are available to help you quit smoking. There are many ways to quit, but what seems to work best is a combination of a support system, medication and coping mechanisms.

There are nicotine patches, gums, nasal sprays, and pills. Depending on the medication, a prescription may be required. As with any medications, consult the package or a pharmacist for directions before using. Here are just a few more things to consider for your action plan:

- Pick a good time to quit. Don’t try to quit when you are under a lot of stress or around a holiday.
- Identify your support system ahead of time — friends, family, individual counselors, support groups, etc. — and let them know what they can do to help you stay smoke free. Also, many organizations such as the
- American Lung Association, American Heart Association and the American Cancer Society offer programs that can help you quit smoking.
- Get plenty of sleep, eat a well-balanced diet and drink lots of water.
- Cut down on the number of cigarettes you smoke each day. For example, you may smoke only half a cigarette each time or during evening hours.
- Clean out ashtrays and start putting them away one by one. Also clean other things that smell like smoke such as drapes, the car, and your office.
- Get a friend or spouse to quit with you. Talk about it with them. Plan how you will give each other support.
- Start exercising before you quit. Your healthcare provider can help you plan a program that will meet your needs.
- Switch to a brand of cigarettes you do not like as much.
- Try to be aware of why you smoke, then practice avoiding the things that cause you to smoke.

ON THE DAY YOU QUIT, CHANGE WHAT YOU DO:

- Throw your cigarettes away.
- If you drink coffee, try changing to tea. Hold your cup in the other hand.
- Sit in a different place at the table during meals.
- Make big plans for this day and keep very busy.
- Treat yourself to something special to celebrate the occasion.
STEP 3 – STAY SMOKE FREE!

Once you have stopped smoking — getting through the first couple of days, let alone the first few weeks, is critical and not always easy. Breaking the habit of smoking might include changing specific behaviors related to your daily smoking activities. It might mean changing your daily routine. Research indicates that continued support and encouragement from healthcare providers, family, friends and other sources/support groups are extremely helpful. The average person makes two to four attempts at quitting before he/she is able to stay smoke-free. So, do not get discouraged. If you return to smoking it does not mean you cannot quit. It just means that you need to try again, figure out what caused the set back, and improve your action plan for next time.

Those who succeed in quitting tend to plan ahead on how best to cope and refrain from smoking. But to cope and refrain from cigarette smoking is hard. So, here are just a few ideas to help you get through:

When you have a craving or the urge to smoke, the “Four Ds” can help you get through:

DELAY. Do not act on the urge to smoke. It will pass in a few minutes. **Do not give in.**

DEEP BREATHING. Do some deep breathing if you feel tense. Breathe in and out slowly to bring more air into your lungs, which will help you relax.

DRINK WATER. Drink the water slowly and hold it in your mouth a little while.

DISTRACT. Take your mind off of smoking.

Think about something else or focus on the things you are doing. Get up and move around. Anything that will take you away from thoughts of smoking will help.

TAKE ONE DAY AT A TIME and focus on getting through each day without cigarettes. Say, “I will not smoke today.”

For More Information on How To Quit Smoking, contact:

American Cancer Society
800.227.2345 | www.cancer.org

American Heart Association
800.242.8721 | www.americanheart.org

American Lung Association
800.586.4872 | www.lungusa.org
Restraints

Preserving Patient Safety

At JFK Health System our commitment is to protect the safety, rights, dignity and well-being of our patients.

There are times during a patient’s stay when a restraint is ordered by the physician. This may be done for a number of reasons, most importantly for the patient’s safety and the safety of others. Both the medical and nursing staff is trained to provide care and manage patients in restraints. Preventative measures are always taken before implementing restraints.

It is our practice to monitor patients for a decreased use and the removal of restraints.

Restraints will be removed once our staff establishes that:

• The patient is no longer a danger to him or herself
• The patient is no longer a danger to others

Our goal is to use the least restrictive measures when we apply restraints.

What is a Physical Restraint?
Any object that limits the patient’s normal body movement.

When and Why Restraints Are Used:
Restraints are applied:

• To keep patients from hurting themselves or others
• To prevent the interruption of medical care
• After alternative options have been tried and failed

Preserving Patient Safety is our Goal.

How the Safety Needs of Patients Are Met:
Our staff carefully assess for the best way to keep patients free from harm. Identified high-risk patients are closely watched and monitored.

This includes patients who have problems with:

• Memory or sleeping
• Pain
• Bowel and bladder problems
• Uncontrolled body movement
• Walking

All patients in restraints are very closely monitored.

Restraints Can Help Prevent a Patient From:

• Falling out of his/her bed or chair
• Removing IV tubes, bandages and other medical items
• Scratching at wounds or dressing
• Wandering out of a safe area
• Hurting self or others

Before Restraints Are Applied:
Alternatives and preventative steps are always utilized before restraints are applied.

Some treatments that we may try are:

• Observing patient more frequently
• Bed placement into low position, accessibility to call bell, decrease stimulation
• TV, specialized treatment plans
• Assessing patient for pain, hunger, thirst, bowel / bladder problems
• Relaxation techniques, structured routine
• Reorientation, active listening, emotional support, education, simple direction
• Review of medication side-effects, scheduling of medications

What is Your Role as a Patient or Family Member?
• Family involvement is necessary in patient care and safety.
• If the use of restraints becomes necessary, your family representative may be notified.
• You and your family are encouraged to participate in decisions about your care.
• Your input is valuable in helping us to provide a safe environment and the best care possible.
• Please come to the staff with any questions, concerns or suggestions that you may have to help reduce the restraint use for your family member.
• Once restraints are used, do not remove or loosen them without seeking staff assistance.

Fall Prevention in the Hospital
It can happen without warning. You lose your balance, miss a step or slip. Next thing you know — you fall to the ground. If you are lucky, you catch yourself, get right back up and walk away without harm.

Whether at home or in a hospital — the consequences of a fall can be serious and result in injury, pain, a setback in the healing process or longer hospital stay.

Your well-being is one of our main priorities, but we need your help to ensure a safe environment for you. Following are some tidbits to help prevent falls during your hospital stay.

Reasons Falls Happen
Falls often occur during daily activities. Reasons include:
• Weakness and disorientation
• Unsteady walking, fainting, low vision or poor vision
• Low blood sugar or high blood sugar
• Unfamiliar environment
• Not sleeping as well as you do at home
• Medications that may affect blood pressure, awareness, thinking
• Lighting may be different than you are used to
• Medical devices — such as IVs — that restrict your movement
• Urinary or bowel urgency, incontinence
• Over 70 years of age and a history of falls

Guidelines to Prevent Falls
Remember — S.L.I.P.S. (Safety Leads to Injury Prevention and Satisfaction at JFK). Making health care safe is everyone’s responsibility. As a patient, you can play a vital role in keeping your environment safe by becoming an active, involved and informed member of your health care team. Actions you can take to prevent falls:
• Follow your physician’s orders and nurses’ instructions.
• Adhere to the level of activity prescribed by your physician. (Patients on bed rest, who have bathroom privileges, may walk the short distance to the bathroom only. Longer distances may require help.)
• Use your call light or bell for assistance before getting in and out of bed.
• Sit up for a few minutes before getting up from a bed or chair. Never walk while you are dizzy or lightheaded.
• Do not lean on your bedside table, other furniture, IV pole or medical equipment for support; never transfer without assistance unless you have been designated to do so.
• Go to the bathroom before retiring for the night.

• Use the safety buckle while in a wheel chair.
• Use non-skid slippers. (available by asking your Nurse or PCT)
• Use your cane or walker, if appropriate.
• Don’t clean a spill by yourself, call the nursing staff for assistance.

Fall Risk Precautions
A patient may be placed on “fall risk precaution” because he/she is found to be at risk for falls. If you are at risk for falling, we ask you to please call for assistance before getting in and out of a bed or chair. A bed alarm clip may be applied to your gown to alert the staff that you are getting out of bed without assistance.

To all visitors, if the patient’s side rails are down during your visit, please notify the nursing staff when you leave so that we may raise them.

Thank you for your cooperation in making your stay a safe one.
Home Care
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.

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

Private and Personal Care Services
- Customized personal caregiver services
- Credentialed home health aides for hourly or live-in care. Available 24 hours a day as needed to provide services such as bathing, walking, transportation, dressing, toileting, meal preparation and simple physical exercise.

Comprehensive Home Health Solution
- Through our affiliation with Meridian At Home, we can provide a full range of additional home health services including home medical equipment, oxygen, and infusion therapy delivery.

What You Need To Know About Central Line Associated Bloodstream Infections (CLABSI)
Patients who need frequent intravenous (IV) medications, blood, fluid, replacement and/or nutrition may have a central venous catheter (or “line”) placed into one of their veins. A central line is a vascular infusion device that ends close to the heart or in one of the great vessels. This line can stay in place for days and even weeks.

Central Line Associated Bloodstream Infections (CLABSI)
Central lines are often very helpful. But, sometimes they cause infections when bacteria grow in the line and spread to the patient’s bloodstream. This is called a central line associated bloodstream infection (CLABSI).

A bundle of 5 care steps to prevent CLABSI:
Doctors and nurses can help prevent CLABSI by using a bundle of 5 “care steps.” Hospitals find that when all 5 of these steps are done there are almost no cases of CLABSI. The bundle of care steps are:
1. Using proper hand hygiene. Everyone who touches the central line must wash their hands with soap and water or an alcohol cleanser.
2. Wearing maximal barrier precautions. The person who inserts the line should be in sterile clothing - wearing a mask, gloves, and hair covering. The patient should be fully covered with a sterile drape, except for the very small hole where the line goes in.

3. Cleaning the patient’s skin with “chlorhexidine” (a type of soap) when the line is put in.

4. Finding the best vein to insert the line. For adult patients, the femoral vein (in the groin) will be avoided unless other sites are unavailable.

5. Checking the line for infection each day. The line should be taken out only when no longer needed and not on a schedule.

How patients and family members can help:

• Watch the hospital staff to make sure they wash their hands before and after working with the patient. Do not be afraid to remind them to wash their hands!

• Ask the doctors and nurses lots of questions before you agree to a central line. Questions include: Which vein will you use to put in the line? How will you clean the skin when the line goes in? What steps are you taking to lower the risk of infection?

• Make sure the doctors and nurses check the central line every day for signs of infection. They should only replace the central line when needed and not on a schedule.

• Take a look at the dressing of the central line every day. The dressing should be clear and clean. If you notice that the dressing is loose or not intact, please notify your nurse.

References:

Institute for Health Care Improvement. Fact Sheet: Protecting 5 million Lives. What You Need to Know about Central Line Infections (CLI). A Fact Sheet for Patients and Their Family Members.
http://www.ihi.org/Programs/Campaign/Campaign.html

JFK Health System Infection Control Manual Policy and Procedure: Intravenous Care, March, 2009

When It’s Time To Leave The Hospital
During your stay with us, you will have the opportunity to interact with the Coordinated Health 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 Coordinated Health 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 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 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 health care 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.
Long-Term Care And Rehabilitation Services

JFK Hartwyck Nursing And Rehabilitation Centers:
The JFK Hartwyck Nursing and Rehabilitation Centers include three comprehensive long-term facilities located in central New Jersey. The facilities provide more than 500 long-term care beds for traditional nursing home care, rehabilitation, adult medical day care, subacute and respite care.

**Hartwyck at Oak Tree**, located in Edison, is a 180-bed, modern, three-story facility that opened in 1987. The Center is home to many specialized services and programs, caring for patients with head-injuries, coma and those who are dependent on ventilators. The residential unit is designed for adults who are no longer able to live independently at home, but require the comfort and security of 24-hour nursing care. For more information, call (732) 906-2100.

**Hartwyck at Cedar Brook** is a 106-bed facility that has provided quality long-term care since 1968. Located next to scenic Cedar Brook Park in Plainfield, the Nursing Center houses the state’s only unit dedicated to the care of Huntington’s Disease patients. In addition to complete services for geriatric residents, it also offers respite care and sub-acute rehabilitation. For more information, please call (908) 754-3100.

**Hartwyck at Edison Estates** is the largest and most recent addition to the Hartwyck family. The 280-bed facility is set on beautifully landscaped property in Edison, complete with flower gardens and a gazebo. The interior is warm and inviting, and the dynamic staff is known for providing outstanding care for residents. The facility houses the JFK Subacute Care Center, and offers specialized Orthopedic Rehabilitation and a secure unit for residents with special needs. For more information, please call (732) 985-1500.

Whispering Knoll Distinctive Assisted Living:
**Whispering Knoll** is a three-story assisted living facility located in Edison, across the street from JFK Medical Center. The community includes 118 studios, one and two bedroom apartments, as well as a special care community for residents with memory impairments. The beautifully designed facility features numerous unique amenities, including scenic gardens, peaceful patios, a gift shop, library, cinema, gym, game room, formal dining room and bistro. For more information, please call (732) 744-5540.
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.
Making a decision about life-sustaining treatment is not easy. The purpose of this section is to answer your questions and concerns about treatment options for those with life-threatening illnesses, and to assure you that your care and comfort are always our top priority.

**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 health care team can help you address any questions you may have about a life-sustaining treatment.

**What Is Cardiopulmonary Resuscitation (CPR)?**
Administered by health care professionals, CPR is a treatment that is performed to restore a patient’s breathing or heartbeat. The order is written by a physician following discussion with the patient or the health care decision-maker.

**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 health care 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.

**Do I Have Choices About Other Life-Sustaining Treatments?**
Yes. You can accept or reject any life-sustaining therapy including, but not limited to, kidney machines, respirators, intravenous fluids, blood, antibiotics and feeding tubes.

**How Will I Be Cared For If I Reject Life-Sustaining Treatments?**
Your care and comfort will remain our top priority. Refusal of a particular treatment does not mean that all other medical and nursing care will be withheld. We will continue to provide you with supportive care and be attentive to your needs. Medication will be given to manage any pain and alleviate any discomfort that you may have.
How Can I Make My Wishes Known?

Speak to your physician. A patient with decision-making capacity should inform his or her physician of their specific wishes regarding life-sustaining measures.

It is important to plan ahead. In the event you lose decision-making capacity, there are three ways to insure that your wishes are known and carried out.

- Designate, in advance, a person you trust to make decisions by means of a health care proxy or durable power of attorney for health care.
- Provide written instructions (via a directive or living will) about the treatment you do and do not want to receive.
- Appoint a person to make decisions, and provide that person with written instruction (via proxy directive or combined advance directive for health care).

What Happens If I Regain The Ability To Make My Own Decisions?

If you regain the ability to make decisions, you immediately resume making your own decisions.

What Happens If I Change My Mind?

You can request a life-sustaining treatment at any time by informing your physician, nurses or others of your decision regarding your health care.

Will My Wishes Regarding Life-Sustaining Treatment Be Followed?

Yes. Your physician will either:

- Write the order in your chart; or
- Transfer responsibility for your care to another physician whose personal beliefs permit the honoring of your wishes.

In the event of a disagreement between family members or other caregivers about your wishes regarding life-sustaining treatment, anyone can request a consultation with the Bioethics Committee by calling (732) 321-7092 or extension 67902.

What If I Have Not Planned Ahead?

If you have not planned ahead and do not have decision-making capacity, we will consult the following individuals:

- Legal guardian
- Spouse
- Adult son or daughter
- Parent
- Adult brother or sister

Your legal guardian or family member can consent to the withholding or withdrawal of life-sustaining treatments, only when you are unable to decide for yourself and:

- You have a terminal condition.
- You are permanently unconscious.
- Treatment would be medically futile.
- Treatment would impose an extraordinary burden on you given an irreversible medical condition, and the burden of the treatment would outweigh the benefits.
The person who is deciding the course of your health care must base any decision on your wishes and religious beliefs, or best interests (if your wishes are not known).

**What Is The Bioethics Committee?**
The Committee includes doctors, nurses, clergy, a patient representative, social worker, attorney, hospital administrators, trustees, community members and others. At the request of a patient, family member or physician, this group meets to discuss the ethical and legal concerns raised by individual cases, and 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.
Terms You Should Understand

1. **Advance Directive / Living Will**
   Any written directions you prepare in advance that stipulates what kind of medical care you want in the event you become unable to make decisions for yourself.

2. **Decision-Making Capacity**
   An individual’s ability to understand the benefits and risks of a proposed medical treatment and its alternatives, and to reach an informed decision.

3. **Health Care Representative or Health Care Proxy**
   In the event an individual loses decision-making capacity, a health care representative or proxy is a person who has been legally designated to make decisions on the patient’s behalf. A health care representative is appointed through the execution of a written proxy directive. Another term for a proxy is a “durable power of attorney for health care.”

4. **Terminal Condition**
   This is the end-stage of an irreversibly fatal illness, disease or condition. While determination of a specific life expectancy is not required for a diagnosis of a terminal condition, a prognosis of a life expectancy of one year or less, with or without the provision of life-sustaining treatment, is generally considered terminal.

5. **Permanent Unconsciousness**
   A medical condition defined as total and irreversible loss of consciousness. The term “permanently unconscious” includes the conditions known as persistent vegetative state (see #6) and irreversible coma, a sleep-like state less deep than the persistent vegetative state. Patients in irreversible comas cannot interact with others in any way and do not experience pleasure or pain.

6. **Persistent Vegetative State**
   A condition of permanent unconsciousness in which the patient loses all capacity for interaction with the environment or with other people. It is usually caused by an injury to the brain and is normally not regarded as a terminal condition. With the aid of medical care, artificial feeding and hydration, patients can survive for many years.

7. **Incurable and Irreversible Chronic Diseases**
   These are disabling diseases such as Alzheimer’s and ALS (Lou Gehrig’s disease) that get worse over time, eventually resulting in death. Depending on the disease, the patient might also experience partial or complete loss of physical and mental abilities. Because these diseases may advance at a slow rate, they are not considered terminal in their early stages.
8. Artificially Provided Fluids and Nutrition
The provision of food and water to seriously ill patients who are unable or unwilling to eat. Depending on the method used and the condition of the patient, techniques may involve minor surgery. Continuous supervision by medical (and sometimes surgical) personnel, risk of injury, infection and side effects may occur.

9. Attending Physician
The attending physician is the doctor directly responsible for your medical treatment, who may or may not be your regular family physician. Depending on your health care needs, the attending physician may consult with others to diagnose and treat your medical condition, but remains directly responsible for your care.

If you have any questions about the information you have just read, please contact JFK’s Patient Representative Department at (732) 321-7566.
This document explains your rights to make decisions about your own health care under New Jersey law. It also tells you how to plan ahead for your health care in the event you are unable to decide for yourself because of an illness or accident. It contains a general statement of your rights and some common questions and answers.

Your Basic Rights

You have the right to receive an understandable explanation from your doctor about your complete medical condition, unexpected results, 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. You also have the right to control decisions about your health care—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 will need to know about your values and wishes regarding your health care 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 health care decisions for you and carry out your wishes for medical treatment if you are unable to decide for yourself in the future. Your advance directive may be used to accept or refuse any procedure or treatment, including self-sustaining treatment.

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 carry out those wishes and make health care decisions on your behalf.

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

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

A Combined Directive
Lets you name a health care representative and inform that person of your wishes regarding medical treatment.

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.

Whom Should I Talk To About Advance Directives?
You should talk to your doctor about it and give a copy to him or her. You should also give a copy to your health care representative, family member(s), or others close to you. Bring a copy with you when you must receive care from a hospital, nursing home or other health care facility. Your advance directive becomes part of your medical records.
**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.

**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 health care professional has a strong objection to respecting your wishes to refuse life-sustaining treatment, he or she may have your care transferred to another professional who will carry them out.

**What If I Change My Mind?**

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

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

**Yes.** You do not need to have an advance directive in effect or fill out any forms to receive medical treatment. Your insurance company cannot deny coverage based on whether or not you have an advance directive.

**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 health care 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 **(800) 792-9770**.
As a patient in the Medical Center, you have the right:

Medical Care
- To receive the care and health services that the hospital is required by law to provide.
- To receive an understandable explanation from your physician of your complete medical condition, recommended treatment, expected results, risks involved and reasonable medical alternatives. If your physician believes that some of this information would be detrimental to your health or is beyond your ability to understand, the explanation must be given to your next of kin or guardian.
- To give informed written consent prior to the start of specified, non-emergency medical procedures or treatments. Your physician should explain to you – in words you understand – specific details about the recommended procedure or treatment, any risks involved, time required for recovery and any reasonable medical alternatives.
- To refuse medication and treatment 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 also have the right to refuse to participate.
- To receive appropriate assessment and treatment for pain.

Communication And Information
- To be informed of the names and functions of all health care professionals who provide you with personal care.
- To receive, as soon as possible, the services of a translator or interpreter if you need someone to help you communicate with the hospital’s health care personnel.
- To be informed of the names and functions of any outside health care and educational institutions involved in your treatment. You may refuse to allow their participation.
• To receive, upon request, the hospital’s written policies and procedures regarding life-saving methods and the use or withdrawal of life support mechanisms.
• To be advised in writing of the hospital’s rules regarding the conduct of patients and visitors.
• To receive a summary of your patient rights that includes the name and phone number of the hospital staff member whom you can ask questions or with whom to file a complaint regarding the violation of your rights.

Medical Records
• To prompt access to 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 payment rates. If you request an itemized bill, the hospital must provide one, and address any questions or concerns you may have. You have the 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 health care benefits to which you may be entitled.

Discharge Planning
• To receive information and assistance from your attending physician and other health care providers, if you need to arrange for continuing health care after you are discharged from the hospital.
• To receive sufficient time to arrange for the continuation of health care needs prior to discharge.
• To be informed by the hospital about any appeal process to which you are entitled by law should you disagree with the hospital’s discharge plans.

Transfers
• To be transferred to another facility after you or your family have 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.

Personal Needs
• To be treated with courtesy, consideration, and respect for your dignity and individuality.
• To access storage space in your room for private use. The hospital must also have a system to safeguard your personal property.
Freedom From Abuse and Restraints
• To freedom from physical and mental abuse.
• To freedom from restraints, unless they are authorized by a physician for a limited period of time to protect your safety and that of others.
• To freedom from restraints and seclusion in any form when used as a means of coercion, discipline, and retaliation by or convenience of the staff.

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.

Legal Rights
• To treatment and medical services regardless of one’s age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay, or source of payment.
• To contract directly with a New Jersey licensed registered professional nurse, for private professional nursing care during your hospitalization.
• 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. The hospital must provide you with the address and telephone number of the New Jersey Department of Health Agency that handles questions and complaints. You may directly contact the New Jersey Department of Health Complaint Hotline at (800) 792-9770.

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 JOINT COMMISSION OFFICE OF QUALITY MONITORING AT (800) 994-6610 TO REPORT A CONCERN AND/OR REGISTER A COMPLAINT.

This list of Patient Rights is an abbreviated summary of the current New Jersey law and regulations governing the rights of hospital patients. For complete information, consult New Jersey Department of Health regulations at N.J.A.C.8:43G-4.1, or Public Law 1989-Chapter 170, available through your hospital.
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 Charges
You are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.

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.
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 health care 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 no longer pay for your hospital stay.

**If You Think You Are Being Asked To Leave The Hospital Too Soon**

It is customary to receive a written explanation regarding your hospital discharge. Ask a hospital representative 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 the HQSI.

Should you decide to appeal, do so immediately by calling or writing the 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. You may have to pay for at least one day of hospital care if you lose the appeal.

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

**To appeal, call or write:**

Healthcare Quality Strategy Incorporated of New Jersey
557 Cranbury Road, Suite 21
East Brunswick, NJ 08816
(732) 257-6206
You have rights and a role regarding your treatment and care. This brochure has questions and answers to help you find out about your rights and role as a patient. Knowing your rights and role can help you make better decisions about your care.

What Are Your Rights?
• You have the right to be informed about the care you will receive.
• You have the right to get information about your care in your language.
• You have the right to make decisions about your care, including refusing care.
• You have the right to know the names of the caregivers who treat you.
• You have the right to safe care.
• You have the right to have your pain treated.
• You have the right to know when something goes wrong with your care.
• You have the right to get an up-to-date list of all of your current medicines.
• You have the right to be listened to.
• You have the right to be treated with courtesy and respect.
• Ask for written information about all of your rights as a patient.

What Is Your Role In Your Health Care?
• You should be active in your health care.
• You should ask questions.
• You should pay attention to the instructions given to you by your caregivers. Follow the instructions.
• You should share as much information as possible about your health with your caregivers. For example, give them an up-to-date list of your medicines. And remind them about your allergies.

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 health care power of attorney.
Can Other People Find Out About Your Disease Or Condition?
The law requires health care providers to keep information about your health private. You may need to sign a form if you want your health care providers to share information with your advocate or others.

What Is “Informed Consent?”
This means that your health care providers have talked to you about your treatment and its risks. They have also talked to you about options to treatment and what can happen if you aren’t treated.

What Happens If Something Goes Wrong During Treatment Or With My Care?
If something goes wrong, you have the right to an honest explanation and an apology. The explanation and apology should be made in a reasonable amount of time.

How Do You File A Complaint?
First, call the hospital or health system so that they can correct the problem. Next, if you still have concerns, complaints can be sent to the licensing authority or The Joint Commission.

The Joint Commission provides a complaint form on its website at www.jointcommission.org.

Questions To Ask Before You Enter The Health Care Facility
Can you have an advocate? Do you need to sign a document so your advocate can get important information about your care?
• What will be done to make sure I don’t get an infection?
• Is there a form you need to sign about life saving actions, like resuscitation?
• Is there a form you need to sign about life support?
• Does the organization allow members of your religion to visit and pray with you?
• What kind of security does the facility have?
• Is there a 24-hour guard or alarm system?
• Whom do you speak to if a problem arises?
• How does the organization handle complaints?
• Are there any procedures that cannot be done at this facility for religious reasons?
• Can you get a copy of your medical record and test results?

Questions To Ask Your Doctor
How often will your doctor see you during your stay?
• Who is responsible for your care when the doctor is not available? For example, on weekends and at night?
• What happens to you if life-saving actions are taken?
• If your test or procedure shows that you need another procedure right away, can you get it done here? Or will you need to go to a different facility?

Resources
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 health care. Therefore, you should find out which services will or will not be covered and how payment will be made. Consult with your doctor, hospital discharge planner, patient representative and your family about preparations for care after you leave the hospital. Do not hesitate to ask questions. Please see page 19 for a complete listing of JFK Health System’s Post-Hospital Care Facilities.
How Is Patient Privacy Protected?
At JFK Health System, we understand that information about you and your health is personal. As a result, we continually strive to maintain confidentiality and safeguard your information through administrative, physical and technical means, and otherwise abide by applicable federal and state guidelines.

How Does JFK Use And Disclose Health Information?
JFK Health System and its affiliates use and disclose your health information, without your permission, for the normal business activities defined by law as treatment, payment and health care operations. Below, are some examples although, not every use or disclosure is listed.

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. For example, a doctor treating you for a broken bone may need to know if you have diabetes because diabetes slows the healing process. The doctor may tell the dietician that you have diabetes so that we can arrange the appropriate meal for you.

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 and services that require prior approval. For example, we may provide your health insurance carrier with information about your surgery so that they can pay us or reimburse you.

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. For example, we may use your health information to review our treatment and services and to evaluate the performance of our staff in caring for you.

However, we may be required to, or may choose to, limit the amount of health information we use or disclose about you for purposes of treatment, payment or health care operations.

We may also use and disclose your health information to:
- Comply with federal, state or local laws that require disclosure.
- Assist in public health activities such as tracking diseases or medical devices.
- Inform authorities to protect victims of abuse or neglect.
- Comply with federal and state health oversight activities such as fraud investigations.
• Respond to law enforcement officials or judicial orders, subpoenas or other process orders.
• Inform coroners, medical examiners, and funeral directors of information necessary for them to fulfill their duties.
• Facilitate organ and tissue donation or procurement.
• Conduct research following internal review to ensure the balance of private and research needs.
• Avert a serious threat to health or safety.
• Assist in specialized government functions, such as national security, intelligence and protective services.
• Inform military and veteran authorities if you are an armed forces member (active or reserve).
• Inform correctional institution if you are an inmate.
• Inform workers' compensation carriers or your employer if you are injured at work.
• Recommend treatment alternatives.
• Sell you health-related products and services.
• Contact you for hospital fundraising.
• Communicate with other providers, health plans, or their related entities for treatment, payment activities or health care operations that relate to quality assessment or licensing.
• Provide information to other third parties with whom we conduct business, such as medical record transcription services. However, in these situations, we require third parties to provide assurances that they will safeguard your information.

We May Also Use Or Disclose Your Health Information For The Following Operational Purposes:
• Include you on the inpatient list for callers or visitors if you are admitted.
• Let clergy know if you have been admitted.
• Communicate with individuals involved in your care or with payment for that care, such as friends and family.
• Abide by the terms of the public notice currently in effect.

We reserve 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.

Do You Have Any Federal Rights?
For each facility where you were treated, the law entitles you to:
• Inspect and copy certain portions of your medical record. We may deny your request under limited circumstances. (1, 2)
• Request amendment of your health information if you feel that the health information is incorrect or incomplete. (1, 3)
• Receive a listing of certain disclosures of your health information made after April 14, 2003. (1, 2)
• Request that we restrict how we use or disclose your health information. (1, 3)
• Request that we communicate with you at a specific telephone number or address. (1)
• Obtain a paper copy of this notice, even if you receive it electronically.

1= Must be in writing
2= Fees may apply
3= Federal Law may not require that JFK abide by your request

What If I Have A Complaint?
If you believe that your privacy has been violated, you may file a complaint with us or with the Secretary of Health and Human Services. We will not retaliate or penalize you for filing a complaint.

To file a complaint with us or receive more information contact:
JFK Privacy Officer
80 James Street, 2nd Floor
Edison, NJ 08820
Tel: (732) 744-5888
Fax: (732) 205-1497

To file a complaint with the Secretary contact:
Office For Civil Rights
U.S. Department of Health and Human Services
Jacob Javits Federal Building
26 Federal Plaza, Suite 3321
New York, NY 10278

Who Will Follow This Notice?
This notice describes JFK Health System’s practices and those of:
• Each JFK Health System health care entity, its workforce and volunteers.

JFK Health System affiliates include:
~ JFK Medical Center
~ JFK Johnson Rehabilitation Institute
~ JFK Hartwyck Nursing & Rehabilitation Centers
  • Hartwyck at Oak Tree
  • Hartwyck at Cedar Brook
  • Hartwyck at Edison Estates
~ Whispering Knoll Assisted Living
~ New Jersey Neuroscience Institute
~ Diabetes Center of New Jersey
~ JFK-Mediplex Surgery Center

• Any physician or other health care professional authorized to access and/or enter information into your medical record.

Your personal health care providers may have different policies or notices regarding their use and disclosure of your health information created in their offices.

Need more information?
• Visit our website at www.jfkmc.org
• Call or write the JFK Privacy Officer at (732) 744-5888.
A Brief Look At JFK Health System

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 493-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.

As one of the state’s major healthcare facilities, JFK has a proud tradition of clinical excellence in numerous medical and surgical specialties, including two world-class institutes under one roof - The JFK New Jersey Neuroscience Institute and the JFK Johnson Rehabilitation Institute. The NJ Neuroscience Institute has been rated as number one in New Jersey for the treatment of stroke and complex neurological disorders. The JFK Johnson Rehabilitation Institute has received a national designation in rehabilitation medicine and traumatic brain injury recovery.

From cutting-edge technology for diagnostic imaging and radiation therapies, to participating in the prestigious nationwide Johns Hopkins University School of Medicine elective cardiac catheterization study, JFK Medical Center remains on the forefront of delivering high quality care for your entire family.

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 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.

The 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 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 Conference Center
This facility is equipped with meeting rooms, complete audiovisual capabilities and an auditorium for on-site conferences and seminars. Located across the street from the Medical Center, the Conference Center is available for public use. To book the Conference Center, please call the Education Department at extension 67588.

JFK Hartwyck Nursing and Rehabilitation Centers
in Edison at Edison Estates, (732) 985-1500,
Oak Tree, (732) 906-2100
in Plainfield at Cedar Brook,
(908) 754-3100

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, long-term coma management care, and units for Huntington’s disease, brain injury, subacute care and ventilator patients.
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 health care services – today and for generations to come.

To learn more about making a gift or to request a visit from a Foundation representative, please call Donna M. Meade, Executive Director and President, at (732) 632-1540 or 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.

Haven Hospice Program At JFK Medical Center
The 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 health care professionals and the community regarding the special needs of the sick and bereaved. For more information, call (732) 321-7769 or extension 67769.

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

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.
**Our Values Living What We Believe**

**HUMAN TOUCH**  
Treating everyone with care, concern and compassion. Being sensitive, always promoting a warm and welcoming environment. Embracing our diverse community.

**BEST SELF**  
Bringing our best to work. Being positive, encouraging, professional and productive. Doing the right thing, regardless of the inconvenience we face.

**PERFECT PERFORMANCE**  
Exhibiting our highest level of skill, ready to provide expert care and service. Excelling in our jobs as individuals and teams. Doing it right the first time, assuring the safest, highest quality of care.

**BUSINESS BEST**  
Using our resources with discipline and integrity. Assuring value and efficiency in every action we take. Recognizing that each one of us has the power to make a difference.

**VISIONARY SPIRIT**  
Creative and innovative. Eager to generate new ideas. Open and receptive to learning, changing, and improving. Continually advancing to new frontiers of healthcare delivery.

**JFK Medical Center Telephone Directory**

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 493-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.