

# patientguide

## Welcome

*to Saint Barnabas Medical Center*

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■ ■ SAINT BARNABAS  
■ ■ HEALTH CARE SYSTEM  
*Saint Barnabas Medical Center*

973.322.5000

# The Saint Barnabas Health Care System

Welcome to Saint Barnabas Medical Center, an affiliate of the Saint Barnabas Health Care System. Our System is the largest health care delivery system in New Jersey and one of the leading systems in the nation, receiving widespread recognition for clinical excellence and patient safety. Included are: six acute care hospitals, ambulatory care facilities, two children's hospitals, nursing and rehabilitation centers and an assisted living facility, specialized women's services, geriatric centers, a statewide behavioral health network, and comprehensive home care and hospice services.

The Saint Barnabas System provides treatment and services for more than two million patients each year: 198,000 inpatients and Same Day Surgery patients; 452,000 Emergency Department patients; and 1.5 million outpatients; and delivers more than 18,300 babies annually. Our 18,200 employees, 4,600 physicians and 445 residents and interns are united in our mission to deliver the highest quality of care in the best possible environment.

Among our nationally renowned services are: New Jersey's only certified burn treatment facility, world-class cardiac surgery services for adults; the oldest, most experienced heart transplant program in New Jersey ranked by volume in the top 10 in the nation; the only lung transplant program in New Jersey; one of the country's most comprehensive robotic surgery services, six nationally certified chest pain centers; accredited certified comprehensive and primary stroke centers, two kidney transplant centers which are in the top 10 of 240 programs in the country; a renowned neurology and neurosurgery program; highly respected assistive reproductive technology program; comprehensive cancer services for adults and children; nationally recognized geriatric services and renowned women's and children's services.

Thank you for choosing Saint Barnabas Medical Center. We wish you good health.



**Ronald J. Del Mauro**

*Chief Executive Officer  
Saint Barnabas Health Care System*

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# Welcome to Saint Barnabas Medical Center

It is with great pleasure that I welcome you to Saint Barnabas Medical Center, the region's premier health care provider. We pride ourselves on providing the highest quality medical care to our patients, and we are pleased you have chosen us for your hospital stay.

This Patient Guide was prepared to assist you with any questions you may have while here at Saint Barnabas Medical Center, as well as provide you with important information about your inpatient and outpatient care. Should you have any questions, please speak with your nurse, or call Patient Relations/Patient Satisfaction Office at 973.322.5164 or within the hospital at ext. 25164 and our representatives will be happy to assist you.

At Saint Barnabas Medical Center, we are committed to excellence in the delivery of patient care. Our goal is to exceed your expectations, to provide you with an environment that is conducive to healing and one that promotes patient safety.

Our commitment to excellence is further illustrated by our designation by many national organizations for being a provider of quality care. Saint Barnabas Medical Center is the only New Jersey hospital to receive the prestigious Thomson Top 100 Hospitals: Performance Improvement Leaders for the last two years.

These honors signify our ongoing pledge to provide you with the best care possible. As part of the Saint Barnabas Health Care System, Saint Barnabas Medical Center is able to provide you with access to the complete continuum of health care services both while in the hospital and after discharge. From inpatient to outpatient services, behavioral health care, long term care, and ambulatory care, Saint Barnabas Medical Center and the Saint Barnabas Health Care System offer the most comprehensive array of services available in the state.

On behalf of the entire staff of Saint Barnabas Medical Center, I wish you good health and a speedy recovery.



**John F. Bonamo, MD, MS**

*Executive Director, Saint Barnabas Medical Center*

## our mission

Saint Barnabas Medical Center continuously aims to improve the quality of health services provided to our patients and to the community we serve. We will serve by creating an environment that fosters physician participation, recognizes the value and contributions of our employees and strives to meet the needs of our community. We will serve all of our customers regardless of race, color, creed, sex, national origin, sexual orientation, financial status or disability. We are committed to the delivery of safe, clinically appropriate care in an environment focused on improving patient safety through a pro-active approach. We are committed to the prudent management of resources, compliance with all legal and regulatory requirements and to ethical conduct with integrity in all of our transactions.

## About Saint Barnabas Medical Center

Since 1865, Saint Barnabas Medical Center (SBMC) continues to be New Jersey's oldest nonprofit, nonsectarian hospital. The award-winning, 597-bed institution is one of the largest health care providers in the state, annually treating more than 35,000 inpatients and over 84,000 adult and pediatric Emergency Department patients. Each year, more than 300,000 outpatient visits occur at The Medical Center and the Saint Barnabas Ambulatory Care Center.

Saint Barnabas Medical Center's nationally recognized services include:

- ❖ Bariatric Surgery Center of Excellence
- ❖ New Jersey's Only Certified Burn Center
- ❖ Comprehensive Cancer Services and Radiation Oncology
- ❖ Full Array of Cardiovascular Services
- ❖ The Center for Wound and Burn Healing
- ❖ Emergency Medicine
- ❖ The Joint Institute at SBMC
- ❖ Neonatology and Regional Perinatal Center
- ❖ Top 50 Neurology and Neurosurgery Programs in the U.S.
- ❖ Nationally Recognized Obstetrics and Gynecology Program
- ❖ Comprehensive Pediatric Program
- ❖ Award-winning Sleep Disorders Center
- ❖ Comprehensive and Joint Commission Certified Stroke Center
- ❖ Minimally Invasive and Robotic Surgery Specialists
- ❖ National Leader in Renal and Pancreas Transplantation

## Saint Barnabas' role as a teaching hospital

Graduate medical education is the final phase of training for physicians who have successfully completed medical school. Teaching hospitals are the heart of graduate medical education. Attending physicians provide supervised training and guidance for the medical school graduates, also known as resident physicians, in a hospital setting.

Our teaching hospital prepares medical graduates for practice in many accredited programs, including Anesthesiology, General Surgery, Internal Medicine, Obstetrics-Gynecology, Pathology, Pediatrics, Radiology, Neurological Surgery and Podiatric Surgery.

The following information is designed to provide patients with an introduction to some of the health care professionals they may meet during a stay at the Medical Center. We hope patients find this partial list to be helpful and informative.

**Attending physician:** A doctor who has been educated, trained and licensed to practice the art and science of medicine, and who is responsible for the care of patients. Attending physicians supervise patient care performed by residents.

**Resident physician:** A physician (M.D. or D.O.) serving in the hospital as part of his/her graduate medical education. Resident physicians receive supervised clinical training under the direction of an attending physician.

**Chief resident physician:** A physician in the final year of a residency program or in the year after the residency has finished, playing an important role in guiding new residents.

**Intern:** Not used as often, a term referring to individuals in the first year of residency.



**Hospitalists:** Licensed attending physicians who spend most of their time serving as the physician for inpatients in the hospital. Hospitalists take over the care of hospitalized patients, returning them to the care of their primary care providers upon discharge.

**Nurse Practitioner:** A registered nurse with at least a master's degree in nursing and advanced education in the primary care of a particular group of patients.

**Registered Nurse (R.N.):** A nurse who has graduated from an accredited nursing program and has been registered and licensed to practice by the state.

**Licensed Practical Nurse (L.P.N.):** A nurse who has graduated from a school of practical (vocational) nursing and is licensed to practice by the state

**Physicians' Assistant:** A health care professional who is certified by the National Commission on Certification of PA's in conjunction with the National Board of Medical Examiners. Physicians' Assistants are licensed to practice certain aspects of medicine care (history taking, physical examination and diagnosis, the treatment of common medical problems) under the supervision of a licensed physician.

**Health Care Team:** The Medical Center has a variety of allied health care professionals working in a variety of fields. These specialists are trained in areas such as drawing blood, using diagnostic scans, performing laboratory testing and regulating dietary needs.

**Students in Health Care Fields:** The Medical Center provides a setting for the education of a variety of students who are being trained in a health care field, including medical students, those in nursing, pharmacy and physician assistant programs. These students continue their medical education by observing practices in the clinical setting.



## personal items and documents to have with you

Having insurance information, including insurance cards, pre-certifications or other documents required by your physician with you will decrease any confusion and simplify the registration process. Also make certain to bring any important papers, such as your Living Will (Advance Directive) and/or a Health Care Proxy or Guardianship Documents. If you do not have a copy with you, please ask a family member to bring it to the hospital.

We strongly urge you to leave any valuables, including cash, credit cards or jewelry, at home as we cannot guarantee the safety of these items if left unattended. If absolutely necessary, valuables can be locked in the hospital's safe, where they will remain until you are discharged. The Security Department will assist you in this process. Please call ext. 25490.

You are also expected to take responsibility for your eyeglasses, hearing aids and/or dentures. Please ask the nurse for a denture cup to prevent the possibility of your dentures being discarded with your food tray or linens. NEVER place your dentures or hearing aids in a drinking cup, tissue, napkin, or on your food tray.

# your health care team

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

## The Medical Staff

Saint Barnabas Medical Center's Medical Staff consists of board certified or eligible physicians in all primary care areas and a full array of important specialty areas. Saint Barnabas Medical Center is a major teaching hospital and as such has resident physicians on site in multiple specialty physician training programs. In addition to these resident physicians, the Medical Center employs Board Certified House Physicians to further ensure 24-hours-a-day, seven-day-a-week on-site coverage for urgent patient needs when a patient's attending physician is not in the hospital. The Intensive Care Units at Saint Barnabas Medical Center are also staffed by full-time physicians specializing in Critical Care Medicine. Our Obstetrics Service is covered by Board Certified Anesthesiologists, Neonatologists, and Obstetricians 24-hours-a-day, seven-day-a-week. The Pediatric Service likewise has full time attending Pediatricians on site round the clock. All of our physicians are focused on patient satisfaction and providing patients with the best hospital experience possible. They are committed to *always communicating* your care needs with you and your family.

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

## The Nursing Staff

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

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

Private Duty Sitters are available by calling 973.322.8449. Patients have the right to contract privately with the registered nurses of their choice for private duty care. All fees for private duty nurses are the responsibility of the patient.

## Support Staff and Services

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

**Social Workers** assist in the resolution of social, emotional and environmental problems related to illness, disability and hospitalization. To help patients and families reach optimum levels of functioning, the department provides the following services: short-term health-related counseling, crisis intervention, discharge planning, linkage to government entitlement programs and community agencies. Social Work Services can be reached at ext. 25855, between 8:30 a.m. and 4:30 p.m., Monday through Friday. On the weekend, please call the Operator.

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

your post-hospital needs as well. The nurse case manager will facilitate referrals for home care services, outpatient services, equipment and transportation. Case Management can be reached at ext. 25055 between 8:30 a.m. and 4:30 p.m., Monday through Friday. On the weekend, please call the Operator.

**Registered Dietitians** are available to provide you with nutrition guidelines regarding your special restricted diet or to discuss any nutrition concerns you may have. Your diet prescription is determined by your physician. Please inform your physician of any special dietary needs. Each diet order considers your current medical condition, personal nutrition history, ethnic and religious preferences. Good nutrition is an integral part of your recovery. We highly recommend that you contact the Department of Food and Nutrition to speak with your Registered Dietitian prior to your discharge from the hospital to ensure that all of your nutrition questions are answered. If you would like to speak to a clinical dietitian, please dial ext. 25776 between 6:30 a.m. and 7:30 p.m.

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

**The Departments of The Patient Experience and Patient Relations** were created as part of the Saint Barnabas Health Care System's total commitment to achieving the highest levels of patient satisfaction. The departments meet the needs of our patients by addressing all patient issues in a timely and efficient manner, and continuously creating new programs and services to enhance patient satisfaction.

Patient representatives assist patients and families with any questions or concerns that may arise during their hospital stay by working closely with medical and departmental staff. Representatives from the Patient Relations Department are available to assist patients and their families and to facilitate any special needs during your stay. **The Patient Relations Office** is located in the main lobby. A patient representative can be reached at ext. 25164 or by calling the Operator.

The **Security Department** serves the hospital 24-hours-a-day, seven-days-a-week. Members of the Security Department patrol the corridors and grounds, provide escort services, help with parking, assist in fire prevention and provide a lost-and-found service. Call ext. 25490 or dial the Operator if you or a visitor require the assistance of the Security Department.

**Pastoral Care Services:** Dealing with an illness can create a very stressful time in our lives and the lives of

our families and friends. Saint Barnabas Medical Center's chaplain and clergy representatives from within the community are there to support you and your family during this time to attend to the spiritual and supportive needs of patients, families and staff. For the comfort and convenience of patients and visitors, for religious services as well as opportunity for quiet reflection, an Interfaith Chapel is located on the first floor. Visits are made to all patients by the chaplains, if requested. Prayer, sacraments and counseling are always available. To reach the chaplain, please call ext. 25015 weekdays between 8 a.m. to 3 p.m. At all other times, please call the Operator.

The Saint Barnabas Health Care System recognizes the importance of providing the patients it serves with a complete continuum of care. If you are coping with an advanced illness and feel you would like to speak to a representative about the benefits of the System's hospice and palliative care programs, please ask your nurse or physician during your hospital stay. You can also call our office directly at 973.322.4800. **The Saint Barnabas Hospice and Palliative Care Centers** provide the highest level of physical, emotional and spiritual support to patients and families coping with a life-limiting illness. Please do not hesitate to reach out to us for information about how we can help you.

## Volunteers

Saint Barnabas Medical Center's dedicated volunteers can be recognized by their pink or blue-colored smocks. These important members of our health care team serve our patients by delivering mail, flowers and newspapers, working at the Information Desk, discharging patients, greeting new patient admissions, assisting the nursing staff on patient units, assisting with outpatient registration and more. If you or someone you know is interested in being a Saint Barnabas Medical Center volunteer, please call ext. 25592.

## You, The Patient

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

Undergoing medical care can be stressful. It is important to have a trusted family member or friend to help you remember questions you may want to ask and/or answers to the questions you have asked. Don't be embarrassed to talk to your doctor or nurse if you have concerns and/or questions about your care. If you have any questions, please do not hesitate to ask a member of your health care team.

# the partnership for safety

## Speak up!

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

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

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

An integral part of Saint Barnabas Medical Center's mission is to provide the highest quality of care to all of our patients and customers in the safest manner possible. As an organization we continually look for opportunities to improve the care and services we offer by looking to those who provide services and those who receive our services to help us identify quality and safety concerns. We remain open to suggestions and value your input on how we can continue to improve the quality and safety of the care we provide. Should you have a quality or safety concern or suggestion, we encourage you to contact the Department of The Patient Experience at ext. 25459.

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

## color-coded wristbands

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

Saint Barnabas Medical Center has joined with other area hospitals and health care facilities in using a standardized color coded system for identifying important patient risks such as allergies and risk for falls.

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

## safe surgery — safe procedures

Having to undergo surgery or a procedure can be frightening. We at Saint Barnabas Medical Center want you to know some of the very important safety steps that we take before and during each surgery to enhance your safety.

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

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

Just prior to the beginning of your surgery, your surgeon or his/her designee will mark the surgical site as part of

our safety strategy. In the event that the site cannot be directly marked, we will use a secondary marking system developed by the hospital.

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

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

## staying healthy — infection prevention

### preventing surgical — procedure site infections

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

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

### your help in preventing surgical site infections:

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

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

- ❖ Bring an up-to-date list of all the medications you take. This should include over the counter items, vitamins and herbal products.
- ❖ Let the surgeon and anesthesiologist know if you are allergic to any medication and what happens when you take it.
- ❖ Tell the surgeon and anesthesiologist if you have diabetes or high blood sugar.
- ❖ Quit smoking. Talk to your doctor about how you can stop smoking.

The day or night before surgery:

- ❖ Follow any instructions that your surgeon or hospital staff has given you.
- ❖ **Do not shave** near where you will have surgery. If hair removal is necessary, that will be done through a special technique by the surgical team. Shaving can irritate your skin making it more susceptible to infection.
- ❖ **SPEAK UP** – if someone tries to shave you with a razor prior to surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns. Ask if you will receive antibiotics before your surgery.

*continued on next page*

## After your surgery:

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

## Fight the spread of infections

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

1. Wash your hands frequently using soap and warm water. Rub your hands really well for at least 15 seconds. Always clean your hands before touching or eating food and after you use the bathroom, take out trash, change a diaper, visit someone who is ill, or play with a pet.
2. Make sure health care providers clean their hands. Before they treat you, ask them if they have cleaned their hands. Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your private parts. Don't be afraid to gently remind them to wear gloves.

3. Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection to others. Keep tissues handy at home, work and in your pocket. Be sure to throw away used tissues and then clean your hands. Avoid sneezing or coughing into your hands, use the fold area of your elbow to provide protection.
  4. As part of our Infection Control Program, we may need to require you and/or your visitors to wear specific Personal Protective Equipment such as a disposable gown, face mask and/or gloves. In order to protect you and your loved ones, signage placed outside your room will instruct visitors to see the nurse before entering the room. Please encourage your visitors to comply with the use of the Personal protective Equipment – for your protection and theirs.
  5. If you have experienced surgery or an invasive procedure and have a wound, it is very important that you follow the instructions provided by your nurse in order to avoid a possible infection. Please do not touch or remove the dressing unless instructed by your nurse.
  6. If you are sick, stay away from other people. Stay home if you have a fever. Call work or school and let them know you are sick. When you go for medical treatments, call ahead and ask if there's anything you can do to avoid exposing people in the waiting room.
- These steps can help in preventing the spread of colds, the flu, and many other diseases.



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

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

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

## To prevent others from getting infected with MRSA

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

## Managing your pain

Pain management is an important part of your treatment plan. Pain can affect your physical health, relationships and how quickly you recover from your illness. You have the right to appropriate assessment and management of your pain and discomfort. Proper pain management can dramatically improve your hospital stay.

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

## Help us to help you by telling us:

- ❖ when you have pain
- ❖ when your pain is not relieved
- ❖ if you have other symptoms along with your pain
- ❖ if you have any concerns about taking pain medication
- ❖ if you are experiencing any side effects from your pain medication such as nausea, constipation, dizziness, itching, etc.
- ❖ any other questions or concerns you may have about your pain.

## Pain rating scale



## Disability assistance

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

## Communication needs

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

## Hearing needs

Saint Barnabas Medical Center will provide appropriate auxiliary aids and services to patients who are hearing impaired or require the use of a sign language interpreter. Saint Barnabas Medical Center subscribes to DeafTalk, an electronic system that allows us to communicate with deaf or hard of hearing patients. Patients who communicate through sign language will be provided a qualified interpreter free of charge who will work with the patient and the health care team.

## Language needs

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

# let's be partners in safety

## keeping a current medication list

Congratulations! You are taking an important step in becoming an active member of your health care team. By taking an active role and partnering with your health care team you are helping to get the best health care results and prevent errors associated with medication. Whenever you visit the hospital or your physician, it is important that you bring a list of medications and dosages with you. This list should include over-the-counter drugs, vitamins, herbal remedies and other supplements. All necessary medications needed during your stay will be dispensed through the hospital's Pharmacy. If you bring medication with you, please show it to your nurse, and the hospital will safely store this for you during your hospitalization or request your family to take it home. Should we store the medication for you, it will be returned to you upon discharge.

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

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

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

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

## Medication safety tips

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

## Preventing falls

Patients and families are invited to partner with our staff in an effort to promote safe practices and prevent falls while in the hospital and when discharged home. Please take a minute to review this information that contains basic safety tips about reducing the risk for falling.

## Falls (Why they can happen)

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

## What you can do to reduce your risk of falling

- ❖ Tell your doctor about any medical conditions you have, any falls you may have had, any weakness you feel in your muscles or "leg problems." Heart disease and high blood pressure can cause dizziness. Difficulty with bladder control can also cause falls while "running to the bathroom." It is important for your doctor to know what your health is like and how you feel.
- ❖ Make sure your doctor knows all the medication you take even over the counter medications, vitamins, herbals and supplements. Always take your medication exactly as prescribed. Talk to your doctor about the side effects of the medications you are taking. Even over the counter medications can cause side effects such as dizziness or drowsiness.
- ❖ Follow the nurses instructions and use the patient call bell for assistance.

- ❖ Don't get up too quickly. If you have been lying down, sit a few minutes before standing, especially when you first wake-up.
- ❖ Wear slippers or proper fitting, supportive shoes with low heels or rubber soles. Keep shoelaces securely tied. Make sure nightgowns/robes are above ankle length.
- ❖ Try listening to music to help you sleep instead of a sleeping pill if you have trouble sleeping.
- ❖ Have regular vision and hearing check-ups. Tell your doctor about any vision problems you may have. Clean eyeglasses often to improve visibility.
- ❖ A proper diet and moderate exercise can help to prevent osteoporosis, maintain mobility and improve strength. Talk to your doctor about an exercise program or balance training that might help. Women may also need calcium to strengthen bones.

### While you are in the hospital ...

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

- ❖ Be careful not to trip. Keep bathrobe belts securely tied. Do not lean on your overbed table or nightstand for support. Both have wheels on the bottom and can be dangerous.
- ❖ Use your cane or walker as instructed. If you are insecure about using the device wait for assistance.
- ❖ Side rails may be "up" to help you turn; do not try to climb over or around them. Always ask for help.

### Fall prevention tips for when you go home...

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

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

# safe patient handling

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

The Safe Patient Handling Program at Saint Barnabas Medical Center promotes safety for both you and our employees. As part of this program, we ask that our employees use special equipment when handling patients. By limiting the amount of lifting that we do, we reduce the risk of employee and patient injury. As part of this program, staff will provide specific instruction on what we expect you to do to help. We will also teach you about any equipment that we may use. We hope that through teaching you about the equipment and safe moving that you will understand its value to you. We also hope that you will allow us to use equipment when needed.

If you do not wish to have equipment used when being moved please let us know. You as a patient have the right to refuse the use of any equipment that would assist you in moving.

If you have any questions regarding this program, please discuss them with your nurse.

## Fire safety

Saint Barnabas Medical Center is protected by an automatic fire alarm detection system. The hospital does everything to ensure your safety, but your cooperation is needed. Remember, we are a smoke-free facility and campus. In the unlikely event of a fire, please follow the directions from our staff.

Any personal electrical appliances need to be inspected for electrical safety by hospital personnel before use.

## Your comfort is very important to us

We hope you will find your accommodations extremely comfortable and helpful in making your stay as pleasant as possible. Once in your room, the nursing staff will familiarize you with your surroundings. Knowing your environment will increase your comfort and reduce the risk of injury. Please call Environmental Services at ext. 25187 for any services or assistance you need, such as phone service, bed repair, call button, room temperature, room cleanliness and dietary requests.

## Nurse call bell system

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

## Bed Controls

The bed controls are located on either side of the bed on the bedrails. The controls allow you to adjust the bed to a comfortable position.

## Room cleaning

Your room will be cleaned daily by a fully trained member of our Environmental Services Team. If your room requires any extra or special attention, please feel free to notify your nurse or call Environmental Services at ext. 25187.

## Cellular phones and cameras

Cellular devices are permitted in Medical Center with the following exceptions:

- any location where telemetry or ventilation equipment is used
- any patient room where a patient is receiving medication, food, or drugs by intravenous pump
- intensive, cardiac, neonatal, pediatric or other intensive care units and the Operating and Recovery Rooms
- any diagnostic procedure areas such as MRI, Radiology, Radiation Oncology, Nuclear Medicine, Cath Lab and Endoscopy

## Tobacco and smoke free campus

The hospital campus is tobacco and smoke free. This means that smoking and the use of all tobacco products are prohibited inside all buildings and anywhere on the grounds throughout the campus. Smoking is not permitted in any of our entryways, sidewalks, parking areas and is also restricted inside your own car while on hospital grounds. Smoking is one of the top four causes of death. By maintaining a tobacco and smoke-free environment, we are discouraging the use of tobacco

products, eliminating secondhand smoke in our environment. As a patient, you can receive nicotine replacement therapy with a prescription from your physician. Please be sure to speak to your nurse or doctor for more information. For more information on How to Quit Smoking please see page 18.

### About your telephone service

Telephone and television service is available daily and can be conveniently activated from a patient's bedside. Charges for telephone and television rental will be billed directly to the patient's home phone number and will appear on the patient's home telephone bill.

To decline, please dial 42000. When prompted, press 1 to rent both local telephone and television service (\$8.00 per day), press 2 to rent local and long distance telephone service (\$8.00 per day), or press 3 for television, local and unlimited long distance service (\$12.00 per day plus a one-time \$2.00 activation fee), press 4 for local phone service (\$4.00 per day). There is also an option to press #8 for help with any telephone service issues.

In an effort to make your stay as pleasant as possible, the hospital is offering patients unlimited local telephone calling (for area codes 973, 908, 201 and 732) at a charge of \$4.00 per day. For your convenience, you may choose to enroll in the unlimited long distance plan at a charge of \$4.00 per day plus a one-time activation fee of \$2.00. Or, long distance calls may be charged to a calling card, credit card or your home phone. Be aware that these rates, charged by the hospital's long distance carrier, can be in excess of \$10.00 per minute when operator assistance is involved. You will need either a long distance calling card supplied by your long distance provider or a credit card. The phone company cannot accept third party calls unless there is someone home to accept charges.

- Your hospital telephone number is displayed on the card beneath your television.
- For all area code calls, dial 9, 1 + the 10 digit number.
- Should you not enroll in the unlimited long distance plan, to reach a long distance operator, dial 9 + 0 + the number.
- To place a credit card, collect or third party call, dial 9, wait for dial tone, dial 0 + the number.
- To receive a call, ask your caller to dial the number on your phone.
- Patient telephones are turned off at 10 p.m. for incoming calls and turned on at 7 a.m. Patients may continue to place outgoing calls after 10 p.m.
- For more information, please dial 0 for the operator.

If you have a special hearing need related to telephone equipment, please speak to your nurse. Accommodations can be made to amplify the sound or provide a telecommunication keyboard. If you experience a problem with your telephone service, please speak to a member of your care team or call the Operator.

### About your television

The TV has a remote control on the bed with a pillow speaker. You can turn your television on and off, adjust the volume and select the channels using your TV remote. Your nurse will instruct you on its use. If you experience a problem with your television service, please speak to a member of your care team.

All patient televisions in the facility can display programs that are broadcast in Closed Caption. If you require closed captioning, please speak with your nurse.

Activating your television service will incur a daily charge. The Patient Education Channels are provided at no cost.

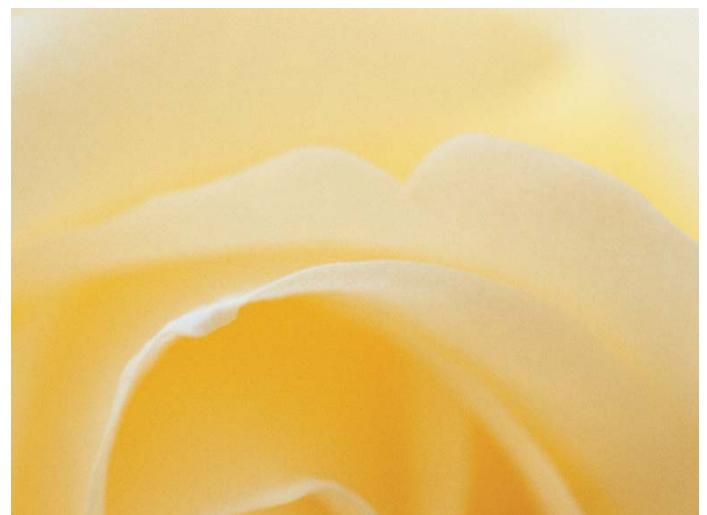
### Patient education channels

The Saint Barnabas Patient Network, closed-circuit channels 6, 8, 24 and 25 are free and offer a wide variety of health education as well as spiritual programming. Topics include heart disease, asthma, high blood pressure, diabetes, parenting and much more.

### Meeting your special needs

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

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## Your meals

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

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

To assist you with your daily lunch and dinner selections, a menu will be presented on your meal tray for you to make a selection. A dietary representative will collect your completed menu. This representative will discuss your daily menu choices and place your meal order for you. We will gladly work with you to accommodate your requests. Kosher and vegetarian items are always available. You may call ext. 25776 between the hours of 6:30 a.m. and 7:30 p.m. with any questions or requests.

### Kosher food disclaimer:

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

Meat, Poultry, Fish, Eggs	Flavors, Filling and Cremes
Natural or Health Foods	Wine and Grape Products
Dairy Products	Pareve Foods
Shortening and Oil, Emulsifiers	
Breads, Rolls, Challah, Bagels, Bialys, Cakes, Pastries, Doughnuts	

Items are served in their original packaging, and not co-mingled with non-Kosher food items.

## Amenities

**ATM-MAC Machine/Bank Service:** Located in the East Wing; 24-hour service.

**Barber/Hairdresser:** Available by appointment twice weekly. Please contact Patient Relations/Patient Satisfaction; ext. 25164.

**Cup of Joe's Café:** Located in the lobby; open 6 a.m. to 9 p.m. daily; 973.740.8830.

**Gift Shop:** Located in the lobby; open Monday through Friday from 8 a.m. to 9 p.m. and on the weekends from 9 a.m. to 9 p.m. Delivery available; ext. 25239.

**Lost and Found:** Contact ext. 25490.

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

**Patient Park and Gardens:** For the enjoyment of all patients, families, visitors and employees, the park is located outside the physicians' entrance and is wheelchair accessible. Patients need the consent of their physicians before being escorted by a volunteer or visitor. Please contact your nurse.

**Restaurant:** Located in the East Wing.

**Restrooms:** Visitor restrooms are located in the Main Lobby, Emergency Department waiting room and throughout the hospital.

**Vending Machines:** Stocked with snacks and soft drinks, vending machines are located in the cafeteria on the ground floor. Snacks may also be purchased in the Gift Shop and the Coffee Shop.

# visitor information

## Visiting hours:

Saint Barnabas is dedicated to creating a comfortable, healing environment for our patients. In doing so, the visiting hours policy is designed to provide patients with the utmost privacy and an opportunity to rest. Visitors must obtain a pass at the Information Desk, located in the main lobby, at each visit and receive a visitor's pass to proceed through the building. Details about visiting hours can be obtained at the Information Desk or the Nurses' Station on each floor.

## A Special Note for Family and Friends

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

- ❖ Please limit the number of visitors at the bedside to two and be considerate about the length of your visit.
- ❖ Whenever possible, ask the nursing staff if there are specific times when your presence would be beneficial to the patient's comfort or your peace of mind.
- ❖ Please do not adjust any siderails, cribrails or equipment that may be in use without consulting the nurse.
- ❖ If your loved one is receiving patient controlled analgesia for pain, please do not push the button to administer additional doses of medication. Although you may mean well, this well-intentioned effort can result in serious medical problems for the patient.
- ❖ Assist us in creating a quiet, soothing and healing environment.
- ❖ Adhere to the policy regarding visiting hours for medical/surgical patients, Maternity and ICU/CCU.

- ❖ Visitors who are visibly ill (i.e. sneezing, coughing, etc.) should refrain from visiting.
- ❖ Shoes and shirts must be worn at all times in the hospital.
- ❖ Please check with the nurse regarding dietary restrictions before offering any food/beverage to a patient.
- ❖ You may be asked to leave the room during a physician visit or treatment. This is to respect the privacy of our patients.
- ❖ Because you know your loved one best, you may "sense" that "something just does not look or feel right" even when this change may not be obvious to the staff. As partners in the care process, if you feel your family member is experiencing a worsening of their condition that the staff do not seem to be aware of, please bring this change to the attention of the patient's nurse so that they can conduct an evaluation of the situation. In addition to the patient's nurse, we maintain a team of specially trained clinicians who are able to come to the bedside and assist the nursing staff in assessing patients who are experiencing a worsening condition. This team is called our Rapid Response Team. We encourage our patients and visitors to access the Rapid Response Team if they feel additional help is needed by dialing ext: 25686 and, when prompted, 1310.

Thank you for your cooperation in meeting the needs of our patients so that we are able to provide the best possible experience during their stay.

## Parking

There is a fee for general parking. Please bring your parking ticket with you. Payment is made through the ticket machines located across from the Information Desk in the main lobby.



# staying healthy

Coronary heart disease is America's number 1 killer. Stroke is number 3 and a leading cause of serious disability. As part of our commitment to providing the best possible care to our patients, Saint Barnabas Medical Center is a Certified Chest Pain Center by the Society of Chest Pain Centers and a comprehensive state-designated and Joint Commission certified stroke center. As part of our commitment, it is important to us to ensure that you know your risk factors, know the warning signs, and how to respond quickly and properly when warning signs occur. If you see or have any of the symptoms listed below, call 9-1-1 immediately! Not all these signs occur in every heart attack or stroke. Sometimes they go away and return. Today, heart attack and stroke attack victims can benefit from new medications that were not available in the past. Clot busting drugs can stop some heart attacks and stroke attacks in progress, reducing disability and saving lives. But to be effective, these drugs must be given quickly after symptoms first appear. Be familiar with these warning signs so you can **ACT QUICKLY** and **GET HELP**.

## Act in time to heart attack signs

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

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

**Shortness of breath:** With or without discomfort.

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

**NOTE:** The most common symptoms in men and women is chest pain but women are more likely to experience the other common symptoms of shortness of breath, nausea/vomiting and back or jaw pain.

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

## Signs and symptoms of stroke?

### check these signs "FAST"!

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

### What should I do?

- ❖ Learn the warning signs for a heart attack or stroke attack. **NEVER HESITATE TO SEEK MEDICAL HELP DON'T DELAY. GET HELP RIGHT AWAY!** Never wait more than 5 minutes to call 9-1-1.
- ❖ Talk to your physician about factors that increase your chance of having a heart attack or stroke attack and how to reduce that risk.

### To stop smoking

If you have a tobacco dependency, please talk to a member of your health care team. Medication can be prescribed for you while you are in the hospital.

If you would like to continue your smoke-free lifestyle when you are discharged, the Saint Barnabas Health Care System has a tobacco treatment program that offers customized solutions for breaking physical, psychological, and behavioral dependence on tobacco. Please call 973.926.7978 if you would like more information about this program. You can also contact the NJ Quit Services by calling the NJ Quitline at 1.866.NJ.STOPS or NJ QuitNet on-line at [www.nj.quitnet.com](http://www.nj.quitnet.com).

## vaccines

### Influenza (Flu) Vaccine

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

## Who should get the “flu shot”?

People at risk for getting a serious case of influenza or its complications, or people in close contact with them, should get the vaccine. These include: anyone 50 years or older; residents of long-term care facilities; anyone who has long-term health problems; anyone who has a weakened immune system; household contacts and caregivers of children from birth up to 5 years of age, and children from 6 months up to 5 years of age, women who will be pregnant during the flu season and health care providers. Basically, everyone should consider being vaccinated against the Influenza virus.

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

## Pneumococcal (Pneumonia) Vaccine

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

## Who should get the “pneumonia shot”?

- ❖ All adults 65 years of age or older.
- ❖ Anyone over 2 years of age who has long-term health problems.
- ❖ Anyone over 2 years of age who has a disease that lowers the body’s resistance to infection (renal failure, organ transplant, Hodgkins, Lymphoma, Myeloma, absence of spleen, HIV).
- ❖ Anyone over 2 years of age who is taking any drug/treatment that lowers the body’s resistance to infection.
- ❖ Residents of long-term care facilities.

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

# important information for patients and their families

As a patient in Saint Barnabas Medical Center you have certain rights, under law and regulation, and to be informed of these rights in advance of furnishing or discontinuing care. These rights are extended to you regardless of your age, race, religion, national origin, sex, sexual preference, handicap, diagnosis, ability to pay or source of payment.

## patient rights

### Medical Care

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

To receive an understandable explanation from your physician of your complete medical condition, recommended treatment, expected results, risks involved, and reasonable medical alternatives. If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given to your next of kin or guardian.

To give informed, written consent prior to the start of specified, non-emergency medical procedures or treatments. Your physician should explain to you — in words you

understand — specific details about the recommended procedure or treatment, and risks involved, time required for recovery, and any reasonable medical alternatives.

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

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

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

To refuse medication and treatment after possible consequences of this decision have been made clear to you, unless the situation is life threatening or the procedure is required by law.

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

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## patient rights continued

### Communication and information

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

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

To receive, as soon as possible, the services of a translator or interpreter if you need one to help you communicate with the hospital's health care personnel.

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

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

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

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

### Transfers

To be transferred to another facility only when you or your family has made the request, or instances where the transferring hospital is unable to provide you with the care you need.

To receive an advance explanation from a physician of the reasons for your transfer and possible alternatives.

### Personal needs

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

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

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

To receive care in a safe setting.

### Freedom from abuse and restraints

To be free from all forms of abuse or harassment.

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

Chemical or physical restraints that are imposed to protect the safety of you or others will be instituted only

after less restrictive measures have been found to be ineffective and must be authorized by a physician and utilized only for a limited period of time.

### Legal rights

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

To exercise all your constitutional, civil and legal rights.

To contract directly with a New Jersey licensed registered professional nurse of the patient's own choosing for private professional nursing care during his or her hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures in regard to treatment protocols, and policies and procedures so long as these requirements are the same for private duty and regularly employed nurses. The hospital, upon request, shall provide the patient or designee with a list of local non-profit professional nurses association registries that refer nurses for private professional nursing care.

### Medical records

To the confidentiality of your clinical record.

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

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

### Cost of hospital care

To receive a copy of the hospital payment rates. If you request an itemized bill, the hospital must provide one, and explain any questions you may have. You have a right to appeal any charges.

To be informed by the hospital if part or all of your bill will not be covered by insurance. The hospital is required to help you obtain any State or Federal programs to which you may be entitled.

### Discharge planning

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

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

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

## Questions and complaints

To present questions or grievances to a designated hospital staff member and to receive a response and explanation of resolution in a reasonable period of time. You may directly contact the NJ Department of Health Complaint Hotline at 1.800.792.9770. You may contact them regardless of whether or not you first used the hospital's grievance process.

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

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

This list of Patient Rights is an abbreviated summary of New Jersey, Center for Medicare and Medicaid Services and The Joint Commission standards (laws and regulations) that govern the rights of hospital patients. More complete information is available through your hospital. In case of any questions or complaints, you may call the Patient Relations Office at 973.322.5164.

## Your responsibilities as a patient

At Saint Barnabas Medical Center, we believe the safety of health care is enhanced by the involvement of the patient, as appropriate to his or her condition, as a partner in the health care process. We have provided the following patient responsibilities as a guide to what you, as a patient, should be aware of:

### Communication

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

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

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

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

## Follow instructions

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

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

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

## Follow rules and regulations

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

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

## Show respect and consideration

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

Avoid knowingly spreading disease/illness.

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

## Meet financial obligations

Meet any financial obligation agreed to with the hospital.

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

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

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

## Your rights while you are a Medicare hospital patient

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

*continued on next page*

## patient rights continued

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

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

### **Talk to your doctor about your stay in the hospital**

You and your doctor know more about your condition and your health needs than anyone else. Decisions about your medical treatment should be made between you and your doctor. If you have any questions about your medical treatment, your need for continued hospital care, your discharge, or your need for possible post-hospital care, don't hesitate to ask your doctor. The hospital's Case Manager, at ext. 25005, will also help you with questions and concerns about hospital services.

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

Ask a Case Manager for a written notice of explanation immediately, if you have not already received one. This notice is called a "notice of non-coverage." You must have this notice of non-coverage if you wish to exercise your right to request a review by HQSI.

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

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

If the hospital and your doctor disagree, the hospital may request HQSI to review your case. If it does make such a request, the hospital is required to send you a notice to that effect. In this situation, HQSI must agree with the

hospital or the hospital cannot issue a notice of non-coverage. You may request that HQSI reconsider your case after you receive a notice of non-coverage. But since your HQSI has already reviewed your case once, you may have to pay for three days of hospital care before HQSI completes this reconsideration.

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

### **Post-Hospital Care**

When your doctor determines that you no longer need all the specialized services provided in a hospital, but you still require medical care, he or she may discharge you for post-hospital care to a skilled nursing facility, home care or hospice and palliative care program. The discharge planner at the hospital will help you arrange for the services you may need after your discharge. Medicare and supplemental insurance policies have limited coverage for skilled nursing facility care and home care. Therefore, you should find out which services will or will not be covered and how payment will be made.

The Saint Barnabas Health Care System recognizes the importance of providing the patients it serves with a complete continuum of care. After being discharged from the hospital individuals have access to a wide range of Saint Barnabas post-acute care services to ensure their health care goals are met. Please consult with your physician or discharge planner for more information. Do not hesitate to ask questions.

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

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

# understanding your bill

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

## Utilization review

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

## Patient responsibilities for bills

Familiarize yourself with your insurance coverage.

Make it a practice to always carry your health insurance cards and advance directive information.

Review your coverage prior to needing services.

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

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

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

Know what physicians and services are covered under your plan.

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

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

Participate and be informed about your discharge and discharge plans.

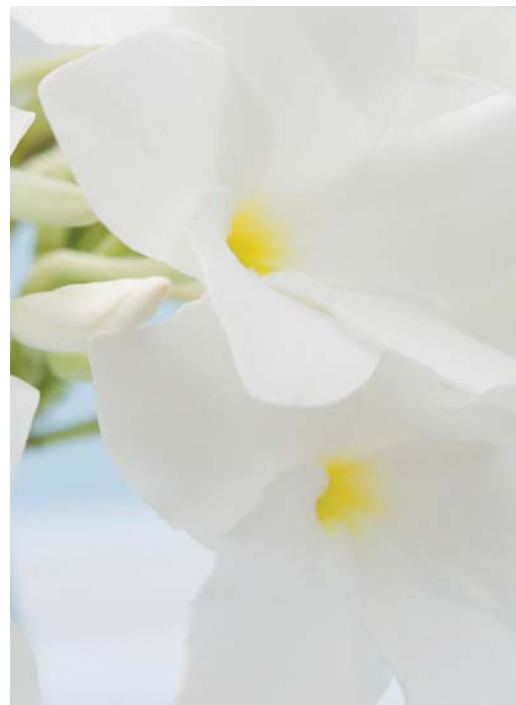
## Financial Counseling

Saint Barnabas Medical Center offers in-house financial counselors to assist you with obtaining state Medicaid coverage or financial programs to qualified recipients. Patients who do not qualify for these programs can be set up on a payment plan or apply for a low interest bank loan available through Wachovia. A financial counselor can assist you with an application. Please call ext. 22136 for assistance in any of these programs. Payments can be made at our Cashier Window, located just off the main lobby on the ground floor. For your convenience, we accept Visa, MasterCard, Discover, and American Express.

## Billing

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

For questions about your bill, please contact the Business Office at 1.800.577.0869.



# after discharge

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

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

## Professional charges

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



# health care decisions and ethical guidance

## Advance Directives

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

An advance directive is an effective means of maintaining control over your medical care if you become unable to make decisions. We encourage you to discuss issues concerning your medical care with your family, friends and health care professionals and to consider seriously the advantages of preparing an Advance Directive. Please speak to your nurse for more information.

Saint Barnabas Medical Center will not modify the provision of care or otherwise discriminate against anyone based on whether or not that person has executed an advanced directive.

## Bioethics committee

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

## Organ and tissue donation

The concept of organ and tissue donation deserves thoughtful consideration by everyone, for one donor can change the lives of up to 75 individuals. The Uniform Anatomical Giving Act, a federal law, now requires hospitals to perform specific blood tests for all patients who may be a candidate for organ or tissue donation in the future as part of their routine care. For more information about organ donation, or to obtain an organ donor card, contact the New Jersey Organ and Tissue Sharing Network at 1.800.SHARE.NJ, or call the SBMC Liaison at 973.322.8226.

# the patient experience— meeting your needs—always

We know that being in the hospital can be very stressful and the amount of information and instruction we provide could be overwhelming. To assist you in adjusting to being home you will receive a follow-up telephone call from our nursing staff shortly after you return home. This provides you with another opportunity to review any of the information we provided including your discharge instructions and medication side effects. In addition you may receive a survey asking you to evaluate your stay at the hospital. Each response is carefully reviewed by the Executive Director and Management Team. Your feedback is very valuable as we “strive to always meet or exceed your expectations.

The following survey pages are a sample and not the actual survey.

# making a gift to the hospital Saint Barnabas Medical Center Foundation

The Saint Barnabas Medical Center Foundation exists solely to support the mission of Saint Barnabas Medical Center and the programs and services it provides in the hospital and in the community. The Foundation accepts contributions from individuals, corporations, foundations, and other organizations for facility improvement, equipment purchases and other programs. Gifts may also be made in memory of a loved one or friend, to commemorate a special occasion or to honor a nurse, physician or other care giver.

The Foundation is fortunate to have the support of literally thousands of friends, especially our Board members, our Community Advocates, physicians, employees and community members who work tirelessly to raise funds for our hospital as well as to serve as our “ambassadors” in the community. Voluntary contributions to the SBMC Foundation play a key role in sustaining the continued strength and growth of Saint Barnabas Medical Center.

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

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

For more information on Foundation programs or ways to make a gift, please call 973.322.4330 or visit [www.saintbarnabasfoundation.org](http://www.saintbarnabasfoundation.org).

**SAMPLE**  
**SAINT BARNABAS HEALTH CARE SYSTEM**  
 Saint Barnabas Medical Center

**Hospital CAHPS®**  
 SURVEY INSTRUCTIONS: You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient. Answer all the questions by filling in the circle to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next.  
 Please answer the questions in this survey about this stay at Saint Barnabas Medical Center. Do not include any other hospital stay in your answers.

**YOUR CARE FROM NURSES**

- During this hospital stay, how often did nurses treat you with courtesy and respect?  
 Never  
 Sometimes  
 Usually  
 Always
- During this hospital stay, how often did nurses listen carefully to you?  
 Never  
 Sometimes  
 Usually  
 Always
- During this hospital stay, how often did nurses explain things in a way you could understand?  
 Never  
 Sometimes  
 Usually  
 Always
- During this hospital stay, after you pressed the call button, how often did you get help as soon as you needed it?  
 Never  
 Sometimes  
 Usually  
 Always  
 I never pressed the call button

**YOUR CARE FROM DOCTORS**

- During this hospital stay, how often did doctors treat you with courtesy and respect?  
 Never  
 Sometimes  
 Usually  
 Always
- During this hospital stay, how often did doctors listen carefully to you?  
 Never  
 Sometimes  
 Usually  
 Always
- During this hospital stay, how often did doctors explain things in a way you could understand?  
 Never  
 Sometimes  
 Usually  
 Always

**THE HOSPITAL ENVIRONMENT**

- During this hospital stay, how often were your room and bathroom kept clean?  
 Never  
 Sometimes  
 Usually  
 Always
- During this hospital stay, how often was the area around your room quiet at night?  
 Never  
 Sometimes  
 Usually  
 Always

**YOUR EXPERIENCES IN THIS HOSPITAL**

- During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?  
 Yes  
 No → If No, Go to Question 12
- How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?  
 Never  
 Sometimes  
 Usually  
 Always
- During this hospital stay, did you need medicines for pain?  
 Yes  
 No → If No, Go to Question 15
- During this hospital stay, how often was your pain well controlled?  
 Never  
 Sometimes  
 Usually  
 Always
- During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?  
 Never  
 Sometimes  
 Usually  
 Always

**WHEN YOU LEFT THE HOSPITAL**

- After you left the hospital, did you get money to your own home, to someone else's home, or to another health facility?  
 Own home  
 Someone else's home  
 Another health facility → If Another, Go to Question 21
- During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?  
 Yes  
 No

**ADDITIONAL QUESTIONS ABOUT YOUR STAY** How often we have asked you to tell us about what happened during your stay, we want to ask you about how well we met your needs.

INSTRUCTIONS: Fill in the circle that best describes your experience. If a question does not apply to you, please skip to the next question. Space is provided for you to comment on your experience.

**ADMISSION**

	very poor	poor	fair	good	very good
1. Speed of admission process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Courtesy of the person who admitted you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience)

**MEALS**

	very poor	poor	fair	good	very good
1. Temperature of the food (not foods hot, not foods hot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Quality of the food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Courtesy of the person who served your food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience)

**NURSES**

	very poor	poor	fair	good	very good
1. Friendliness/courtesy of the nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Promptness in responding to the call button	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Nurses' attitude toward your requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Amount of attention paid to your special or particular needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How well the nurses kept you informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Skill of the nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience)

**TESTS AND TREATMENTS**

	very poor	poor	fair	good	very good
1. Waiting time for tests or treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Explanations about what would happen during tests or treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Courtesy of the person who took your blood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Courtesy of the person who started the IV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience)

**VISITORS AND FAMILY**

	very poor	poor	fair	good	very good
1. Accommodations and comfort for visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff attitudes toward your visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience)

(continued...)





# important phone numbers

To reach the following departments from within Saint Barnabas Medical Center, simply dial the extension listed. When calling from outside the hospital, dial the main number, followed by the extension when prompted.

Main Number	973.322.5000	Pastoral Care	ext. 25015
Barber/Hairdresser	ext. 25164	Patient Information*	ext. 28000
Blood Donation	973.676.4700	Patient Relations	ext. 25164
Business Office	1.800.577.0869	Saint Barnabas Medical Center Foundation	ext. 24330
Case Management	ext. 25055	Security	ext. 25490
Cup of Joe's Cafe	973.740.8830	Social Work Services	ext. 25855
Engineering	ext. 25375	Volunteer Office	ext. 25592
Food Service	ext. 25776		
Gift Shop	ext. 25239		
Hospice	973.322.4800		
Housekeeping	ext. 25187		
Organ Donation	1.800.SHARE.NJ		

\* It is the policy of Saint Barnabas Medical Center to release patient admission or discharge information and room telephone number, with the exception of those patients who have stated in writing that they want this information kept confidential.

**If you do not have a primary care physician, please call our free Physician Referral Service at 1.888.SBHS.123 for a referral.**

## saintbarnabas.com

Please visit us on the Saint Barnabas Health Care System (SBHCS) website at [www.saintbarnabas.com](http://www.saintbarnabas.com). The website is simple to use and designed to provide information about the many varied health care services within the SBHCS to help you in meeting your health care needs.

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



94 Old Short Hills Road, Livingston, NJ 07039  
973.322.5000