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Welcome



Thank You for Trusting Us

Welcome and thank you for choosing Pascack Valley Medical Center! On behalf of our entire team, we send you our sincere wishes for your speedy recovery. We understand that being in a hospital can be a difficult time for you and your family and, therefore, our goal is to offer the safest, most compassionate and most effective clinical care to optimize patient outcomes. In addition to high-quality clinical care, we are happy to provide a number of therapeutic services that we hope you can take advantage of during your stay including pastoral ministry and music, pet therapy. Please feel free to contact our patientconcierge at ext. 1110 for information about these and other amenities.

During your stay, we welcome any suggestions you have about the way we provide your care, and we want you to know that we take your health care and comments seriously. If you have concerns or suggestions, please call the Department of Quality at 201-383-1032.

Pascack Valley Medical Center uses Qualtrics to evaluate patient satisfaction. If you receive a survey from Qualtrics after your stay, please provide feedback about your experience at our facility. We know you have a choice when it comes to your health care, and we thank you for choosing Pascack Valley Medical Center.

Sincerely,
Emily Holliman, CEO



Hackensack Meridian
Pascack Valley Medical Center

MISSION STATEMENT

To provide an exceptional patient-centered experience for our patients, families and community through the dedicated efforts of our outstanding TEAM of health care providers.

OUR VISION

To be the hospital of choice, recognized for providing the highest quality, cost effective and compassionate health care in the Pascack and Northern Valley regions.

Phone Directory

Key Numbers

Main: 201-383-1035 | **Billing:** 866-525-5557

OTHER HOSPITAL SERVICES

Bistro 250	201-383-1329	Laboratory	201-781-1125
Central Scheduling	201-781-1400	Medical Records	201-781-1116
Emergency Department	201-781-1300	Patient Registration	201-781-1437
Find a Physician	877-848-WELL (9355)	Radiology	201-781-1148

Calling from **INSIDE** the hospital? Dial the **last four** digits only. For more information on the resources available at Pascack Valley Medical Center, please visit pascackmedicalcenter.com.

New Jersey Statewide Crisis Numbers

- **Domestic Violence Hotline:** 1-800 -572-SAFE
- **Homeless Hotline:** 1-888-908-4636
- **National Human Trafficking Resource Center:** 1-888-373-7888 or humantraffickinghotline.org
- **National Suicide Prevention Lifeline:** 1-800-273-8255 or www.suicidepreventionlifeline.org
- **NJ Suicide Prevention Hotline/NJ Hope Line:** 1-855-654-6735
- **Postpartum Depression Hotline:** 1-800-328-3838
- **Safe Haven Hotline:** 1-877-839-2339
- **Smoking Cessation:** 1-866-NJStops
NJ QuitLine: www.njquitline.org

Our Commitment to Care

Patient Satisfaction Matters to Us

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

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue still is not resolved, then contact the Department of Health. You also have the right to file your complaint with either:

New Jersey
Department of Health
Division of Health Facility
Survey and Field Operations
P.O. Box 367
Trenton, NJ 08625-0367
800-792-9770

Office of Quality and
Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org,
then click "Report a Patient
Safety Event"



MAKING A DIFFICULT HEALTH CARE DECISION?

Sometimes a health care choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 18). Our Ethics Committee can help your team of support people make difficult decisions. For help, ask your nursing manager or the patient advocate at ext. 1020.

How Are We Doing?

We want you to be satisfied with your care. To help, speak up if we can ...

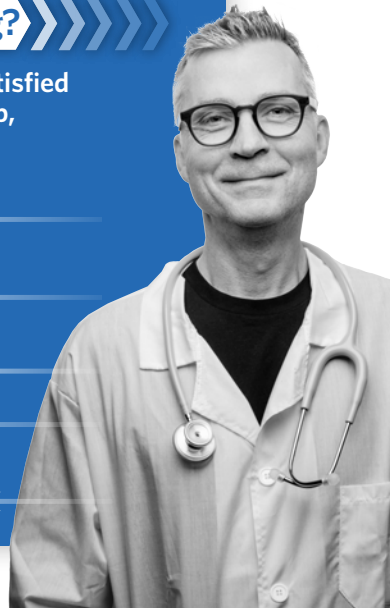
Respond quicker to your needs ←

Explain things more clearly ←

Help keep your room clean or quiet ←

Ease your pain ←

Help you understand your treatment plan ←





After Your Stay

Once you leave our care, you may be randomly selected to provide feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Want to Know How We Score?

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

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

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

The Leapfrog Group: www.leapfroggroup.org/compare-hospitals

The Joint Commission: www.qualitycheck.org

Patient Information

LEAVE YOUR VALUABLES AT HOME

If you have valuables, such as phones, chargers, jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay. Store your contact lenses, eyeglasses, hearing aids and dentures in containers labeled with your name and place them in a drawer in your bedside table when not in use. Please do not put them on your bed or food tray—they may be damaged or lost. **Pascack Valley Medical Center cannot be responsible for replacing personal belongings.**

Lost and Found

If you misplace anything while you are a patient (or leave anything behind when you go home), please call Security at 201-781-1316 as soon as you realize something is missing. We will do our best to locate it.

Patient and Family Advisory Council

At Pascack Valley Medical Center, patients and their families are recognized as valued members of the health care team who have important perspectives, feedback and solutions to share. The philosophy of Patient Family Advisory Council (PFAC) is central to the care we provide. We are committed to strengthening partnerships with patients and families, and our advisors are an important part of this process.

We have developed a PFAC to help us ensure that the care and services we provide are patient and family centered. Council members partner with other patients and family members, health care providers and staff to raise issues, communicate patient and family concerns, and help with problem solving with the goal of improving the healthcare experience for everyone.

If you are interested in learning more about PFAC, please call 201-383-1020.

Hospice Care at Pascack Valley Medical Center

When you need choices to make the most of life, contact our Case Management Department at 201-383-1904 and an evaluation will take place to determine that your loved one meets criteria for inpatient hospice care (GIP) and are hospice eligible.



Visitor Information

Guidelines for Your Friends and Family

Our visitor policy is subject to change in accordance to the patient's condition or emergency situations declared by the medical center. At the patient's request, visitation may be restricted.

Visiting Hours

General Hours: 24/7

Note: Certain units have specific guidelines for visitation. For more information, please talk to your nurse.

Quiet Time: 9:00 p.m. to 8:00 a.m.

Quiet Time allows our patients to relax and sleep in a healing environment. During Quiet Time, please keep a quiet environment so our patients can rest. We ask you to speak softly, silence cell phones and turn down the volume of the TV.

Visitors will not be discriminated against because of their race, religion, creed, color, national origin, nationality, ancestry, marital status, domestic partnership status, sex, gender identification or sexual orientation, or disability.

Rooming-In Guidelines

Sleeping in private patient rooms overnight is not encouraged because patients need rest and care during their stay. Sleeping in semiprivate patient rooms is not allowed. We support a quiet, healing environment and respect the privacy of both patients.

General Information for Maternity Services Visitation

1. For the protection of our mothers and newborns, visitors with signs and symptoms of illness should refrain from visiting.
2. Visiting hours are patient centered and open 24 hours a day, seven days a week, if the patient requests.
3. Children under age 12 are permitted on the mother baby unit, but must be accompanied by an adult other than the patient. **Children under age 12 are not permitted in the labor and delivery unit.**

Mother/Baby Visitation

1. Only one visitor over age 18 may stay in the mother's room overnight. The only exception to this is if the father of the baby is younger than 18.
2. Other children of the patient under age 18 **are not permitted to stay overnight** at the patients bedside.
3. Children under age 12 will be accompanied by an adult other than the patient at all times while visiting.

Rapid Response Team

Special Support to Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

WHEN to Call Rapid Response

Call for help if you notice:

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

HOW to Call Rapid Response

Step 1:

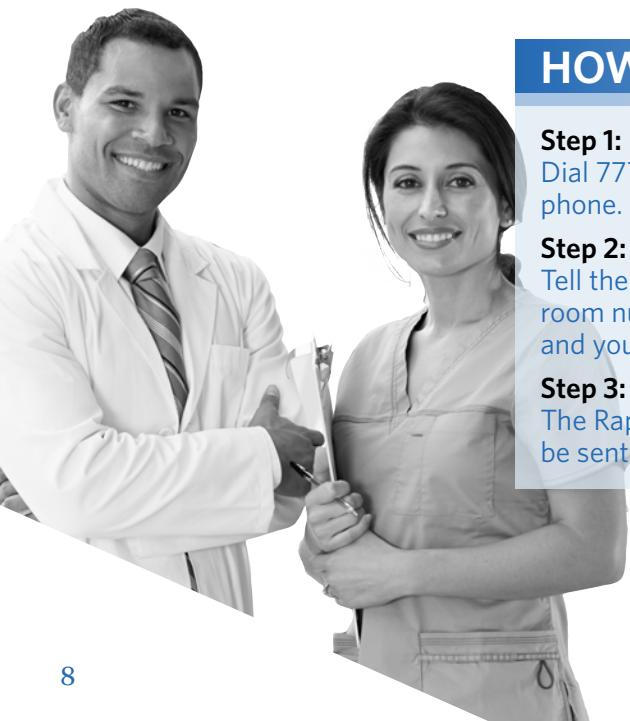
Dial 7777 on the bedside phone.

Step 2:

Tell the operator: your name, room number, patient's name and your concern.

Step 3:

The Rapid Response Team will be sent to your room.



Hospitalists

Learn About the Team of Doctors Caring for You

Our team of physicians will provide you with round-the-clock coordinated care and specialized treatment during your stay at Pascack Valley Medical Center. This physician team includes hospitalists.

What is a hospitalist?

A hospitalist is a physician who specializes in the care of patients who have been admitted to the hospital. Hospitalists care for you on behalf of your primary care physician. Our hospitalist service features a team of board-certified medicine physicians.

How does the hospitalist service work?

Our hospitalist team will oversee your care and treatment while you are in the hospital. During your stay, you will likely be seen by one or more of the hospitalists. Think of a hospitalist as someone who works as a partner with your regular physician.

What is an intensivist?

An intensivist is a physician who provides special care for critically ill patients. Also known as a critical care physician, the intensivist has advanced training and experience in treating this complex type of patient.

Why is a hospitalist/intensivist caring for me?

You have the benefit of being seen by a physician who is entirely focused on the care of hospitalized patients. They devote all their professional time to the care of hospitalized patients, and they do not see patients outside the hospital.

What is the hospitalist's relationship with my primary care provider, and what happens when I am discharged?

Your primary care physician asks the hospitalist to oversee your care while you are in the hospital but is welcome to check on you. When discharged, you will return to the care of your primary care provider. It is important to make a follow-up appointment with your primary care physician and follow all your discharge instructions, along with filling your hospitalist's prescription(s).

Take Charge of Your Care

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

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

What language would you prefer to speak?

Do you need glasses, hearing aids or other devices to help with talking to hospital staff?

Do you prefer to hear, see or read health information?

Do you have any cultural, ethnic or religious-based special needs?

Who will be your support person who talks with hospital staff about your health care wishes?

Ask Yourself

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



7 Key Ways TO TAKE CHARGE OF YOUR CARE

SPEAK UP. Ask questions and voice concerns. It's your body, and you have the right to know.

PAY ATTENTION. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

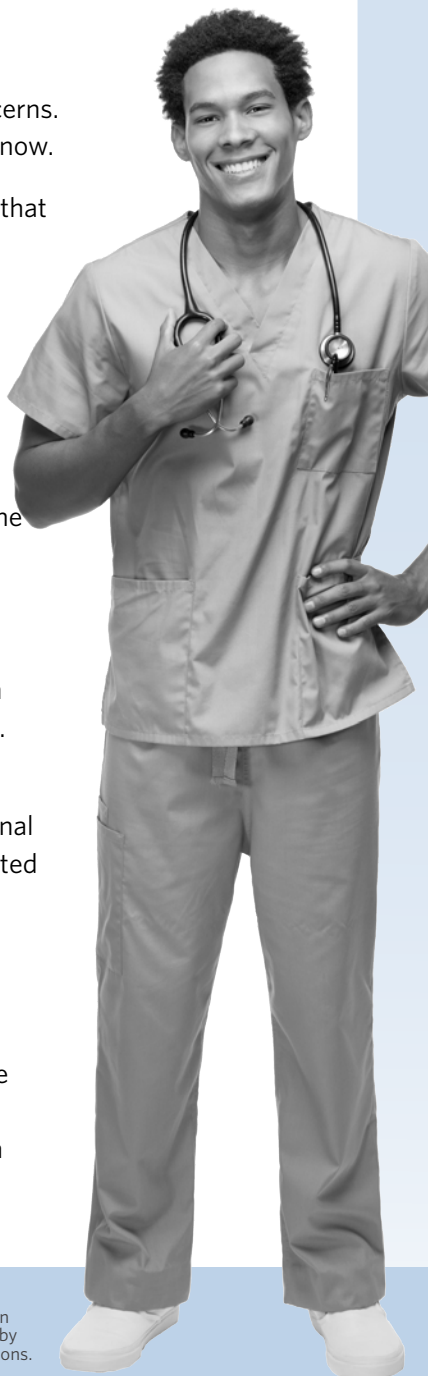
EDUCATE YOURSELF. Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

FIND A SUPPORT PERSON. Pick someone to help speak up for your care and needs during your stay.

KNOW YOUR MEDS. Understand what your medicines treat, why you need them and how to take them for the best results.

CHECK BEFORE YOU GO. Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

PARTICIPATE IN YOUR CARE. You are the center of your health care team. Make sure you know what's happening every step of the way—from admission through discharge.



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

5 Ways to Fight Infections and Prevent Sepsis

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

- 1 **Clean your hands.**
 - after touching hospital objects or surfaces
 - before eating
 - after using the restroom
- 2 **Ask hospital staff members to clean their hands.** This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

CLEANING TIP:

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).



- 3 **Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do to prevent the spread of germs.
- 4 **Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.
- 5 **Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive the flu or pneumonia vaccine.



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

Don't Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

You're the Expert on Your Pain

Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.



Ask yourself, then share with your nurse.

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

How bad is it on this pain scale?

Wong-Baker FACES® Pain Rating Scale



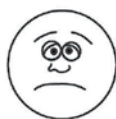
0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

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Are you worried about drug abuse?

If you're worried about your, a family member's or a friend's drug use, know that help is available. Learning about the nature of drug abuse and addiction—how it develops, what it looks like and why it can have such a powerful hold—will give you a better understanding of the problem and how to recover. Nobody is alone.

Contact 1-844-732-2465 for Reach NJ – State of NJ Facing Addiction Task Force.

Prevent Falls

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

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

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

Prepare for Surgery

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

- **your name**
- **the type of surgery you are having**
- **the body part to be operated on**—In fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.



Ask your surgeon to take a "time out" to check: you're the right person, getting the right surgery, on the right body part.

Manage Your Meds

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What do I do if I miss a dose?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?

Remember, Take Charge of Your Medicines

Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

Prevent Medicine Errors

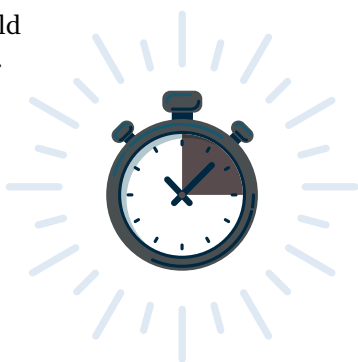
Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).

Know the STROKE Warning Signs

Anyone can have a stroke. Everyone should be ready. Learn the F.A.S.T. warning signs.

- **F**ace Drooping
- **A**rm Weakness
- **S**peech Difficulty
- **T**ime to Call 911



Your Privacy Matters

Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- ▶ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers and their vendors
- ▶ Health insurance companies, HMOs and most employer group health plans
- ▶ Certain government programs that pay for health care, such as Medicare and Medicaid

Right to Complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

What information is protected?

- ▶ Information your doctors, nurses and other healthcare providers put in your medical records
- ▶ Conversations your doctor has with nurses and others regarding your care or treatment
- ▶ Information about you in your health insurer's computer system
- ▶ Billing information about you at your clinic
- ▶ Most other health information about you held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- ▶ Ask to see and get a copy of your health records
- ▶ Have corrections added to your health information
- ▶ Receive a notice that tells you how your health information may be used and shared
- ▶ Decide if you want to give your permission before



your health information can be used or shared for certain purposes, such as for marketing

- ▶ Get a report on when and why your health information was shared for certain purposes
- ▶ File a complaint

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:

- ▶ For your treatment and care coordination
- ▶ To pay doctors and hospitals for your health care and help run their businesses
- ▶ With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- ▶ To make sure doctors give good care and nursing homes are clean and safe
- ▶ To protect the public's health, such as by reporting when the flu is in your area
- ▶ To make required reports to the police, such as reporting gunshot wounds

**Contact 201-781-1116
for copies of medical
records.**

Without your written permission, your provider cannot:

- ▶ Give your health information to your employer
- ▶ Use or share your health information for marketing or advertising purposes
- ▶ Share private notes about your mental health counseling sessions



Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: www.samhsa.gov.

Advance Directives

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney

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

Fill Out Your Forms

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. **However, you need a legal document for a durable power of attorney.** For more information and to get the forms you need, contact the patient advocate at ext. 1020.

the person agrees to represent you in this role.

For finances: You also have the right to appoint someone or the same person to help manage your finances if you cannot.

POLST

The best way to make your preferences known is by talking with your healthcare provider and filling out the Practitioner Orders for Life-Sustaining Treatment form, or POLST. POLST is a medical order form that empowers individuals by carefully detailing their personal wishes regarding end-of-life care.

POLST can help you make meaningful personal choices regarding your care—and ensure that every member of the health care teams understands and respects those choices. People fill out the POLST form with their physician or advance practice

nurse. It's signed by all of you and becomes part of your medical record. Your POLST form will travel with you and must be honored in all health care settings. And you can modify your POLST form at any time.

You should have a POLST form if you are:

- Seriously ill with a life-limiting advanced illness
- Frail and weak and have trouble performing routine daily activities
- Afraid of losing the capacity to make your own health care decisions in the near future
- Living in a nursing home or hospice

Choices to Discuss with Your Health Care Professional

There are two very important parts of the POLST form for you to describe your goals and wishes at the end of life: your goals of care and the medical interventions you want.

Goals of Care

This section details how you want to live your life in the time you have

left. What is most important to you as you deal with a life-limiting illness? Do you have personal goals or family milestones you would like to reach? How much do you want to know about your illness? How much does your family know about your priorities and wishes? These are all issues you should consider. Your POLST form will allow you to make known any personal, cultural or spiritual practices related to your care.

Medical Interventions

The form also will allow you to work with your medical professional to clearly define the types of medical interventions you want—or don't want. For example, you may say you want comfort measures only, which is medical treatment intended to eliminate pain and suffering. You may specify a group of treatment options such as intravenous fluids or antibiotics. Or you may state your wishes for full treatment, including options available to sustain your life, like a feeding tube or cardiopulmonary resuscitation.

How Is POLST Different From an Advance Directive?

POLST complements an advance directive and does not totally replace that document. You still may need an advance directive to appoint a legal health care administrator. We recommend that all adults have an advance directive regardless of their health status. If there is a conflict between the documents, have a conversation with your practitioner as soon as possible to determine your most current preferences.

Rights & Responsibilities

As a patient of Pascack Valley Medical Center, you have the following rights under state law and regulations:

State of New Jersey Patient Rights

Medical Care

- ▶ To receive the care and health services that the medical center is required by law to provide.
- ▶ To expect reasonable continuity of care.
- ▶ To have your pain assessed, treated and re-evaluated in accordance with evidence-based pain management practices.
- ▶ To receive an understandable explanation from your physician of your complete medical condition, recommended treatment, if the treatment is experimental or part of a research study, 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, any risks involved, time required for recovery and any reasonable medical alternatives. Your physician also should explain to you any pain associated with the procedure or treatment and the pain relief measures that would be available to you.

- ▶ To be cared for by a staff committed to pain prevention and management. To have these health care professionals respond quickly to your reports of pain.

Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact the patient advocate at ext. 1020.



- ▶ To receive a prompt response to safety issues and concerns related to your medical plan of care.
- ▶ To refuse medication and treatment after possible consequences of this decision have been explained clearly to you.
- ▶ To complete an advance directive which would control decisions about health care in the event you become unable to make your own decisions.
- ▶ To be included in experimental research only if you give informed, written consent. You have the right to refuse to participate.
- ▶ To participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials.
- ▶ To contract directly with a New Jersey licensed registered professional nurse of your choosing for private professional nursing care during hospitalization.

Communication and Information

- ▶ 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

medical center'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 medical center's written policies and procedure regarding life-saving methods and the use or withdrawal of life support mechanisms.
- ▶ To receive information about your pain management practices and the various pain relief measures available.
- ▶ To be advised in writing of the medical center'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 medical center staff member to whom you can ask questions or complain about any possible violation of your rights.

Medical Records

- ▶ To have prompt access to the information in your medical record. If your physician feels this access is detrimental to your health, your next of kin or guardian has a right to see your record.
- ▶ To obtain a copy of your medical record, at a reasonable fee, within 30 days after a written request to the medical center.

Cost of Care

- ▶ To receive a copy of the medical center's payment rates. If you request an itemized bill, the medical center must provide one, and explain any questions you may have. You have a right to appeal any charges.
- ▶ To be informed by the medical center if part or all of your bill will not be covered by insurance. The medical center is required to help you obtain any public assistance and private health care benefits to which you may be entitled.

Discharge Planning

- ▶ To receive information and assistance from your attending physician and other health care providers if you need to arrange for continuing health care after your discharge from the medical center.
- ▶ To receive sufficient time before discharge to arrange for continuing health care needs.
- ▶ To be informed by the medical center about any appeal process to which you are entitled by law if you disagree with the medical center's discharge plans.

Transfers

- ▶ To be transferred to another facility only when you or your family have made the request, or in instances where the transferring hospital is unable to provide you with the care you need.
- ▶ To receive in advance an explanation from a physician of

the reasons for your transfer and possible alternatives.

Personal Needs

- ▶ To be treated with courtesy, consideration, and respect for your dignity and individuality.
- ▶ To have access to storage space in your room for private use. The medical center also must have a system to safeguard your personal property.

Freedom from Abuse and Restraints

- ▶ To freedom from physical and mental abuse.
- ▶ To freedom from restraints, unless restraints are authorized by a physician for a limited period of time to protect your safety and that of others.
- ▶ To access Protective Services in cases of abuse or neglect.

Privacy and Confidentiality

- ▶ To have physical privacy during medical treatment and personal hygiene functions unless you need assistance.
- ▶ To have your treatment information kept confidential. Information in your records will not be released to anyone outside the medical center without your approval, unless it is required by law.

Legal Rights

- ▶ To treatment and medical services without discrimination based on age, religion, national

race, color, religion, sex, pregnancy, sexual orientation, gender identity, age, military service or affiliation, citizenship, national origin, disability, ability to pay or source of payment.

- ▶ To exercise all your constitutional, civil and legal rights.
- ▶ To present questions or grievances against this medical center for failure to comply with the provision of this act, or any rule or regulation adopted pursuant to this act, contact the medical center through the Department of Quality at 201-383-1032 or the Department of Health.

New Jersey Department of Health
Division of Health Evaluation
P.O. Box 367
Trenton, NJ 08625-0367
800-792-9770

The medical center or the Department of Health, as appropriate, shall respond promptly in writing to the complaint. The Department of Health shall investigate a written complaint filed with the department and report its findings to the medical center and the patient.

- ▶ The list of Patient Rights is an abbreviated summary of the current New Jersey Law and regulations governing the rights of hospital patients. For more complete information, consult N.J. Department of Health regulations at N.J.A.C.8:43G-4, or Public Law 1989 Chapter 170, available in the Department of Consumer Affairs in the medical center.

American Medical Association/ Joint Commission Patient Rights

- ▶ To refuse to talk with or see anyone not officially connected with the medical center, including visitors or persons officially connected with the medical center but not directly involved in your care.
- ▶ To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- ▶ To request a transfer to another room if another patient or visitor in the room is unreasonably disturbing the patient.
- ▶ To request, or have access to people outside the medical center by means of visitors, and by verbal and written communication.
- ▶ To request, at your expense, a consultation with a specialist.
- ▶ Contact The Joint Commission:
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
Website: www.jointcommission.org, then click "Report a Patient Safety Event"

Patient Responsibilities

Financial

Prior to becoming a patient at Pascack Valley Medical Center, it is your financial responsibility:

- ▶ To assure that the financial obligations of your health care are fulfilled as promptly as possible.

- ▶ To know the name of your insurance company: a) have knowledge of your health insurance benefits for the facility services you will be receiving, b) have knowledge of your out-of-pocket responsibility for services that you are receiving at the time of service, c) be prepared to pay your co-payments, co-insurances and out-of-pocket responsibilities at the time of service.
- ▶ To obtain a pre-certification number, if required for services rendered. If referral renewal is required, you are responsible for obtaining renewal referrals.
- ▶ To inform the registrar in the department if your demographic information changes, including address, place of employment and insurance. Present your active insurance card at the time of service.
- ▶ To be aware that your appointment may be rescheduled if any of the above requirements have not been satisfied at the time of service.
- ▶ To note that your signed consent includes acknowledgement that you are responsible for payment.

General

When you are a patient at Pascack Valley Medical Center, it is your responsibility:

- ▶ To provide, to the best of your knowledge, accurate and complete information about present complaints, including pain, past illnesses, hospitalizations, medications, and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to the responsible practitioner.

Policy

In order to contribute to high-quality patient care and satisfaction in a safe environment, Pascack Valley Medical Center adheres to the New Jersey State Law and regulations relative to patient rights, the American Hospital Association Patient Care Partnership and the Joint Commission Rights and Responsibilities. Adherence to this policy is vital to patient treatment and recovery.

New Jersey State Law requires that the rights protected by law be

displayed for patients' information. For more detailed information regarding Pascack Valley Medical Center Patient Bill of Rights and Responsibilities, please contact the Department of Quality at 201-383-1032. Individuals needing to contact Protective Services can call the Department of Case Management at 201-383-1033, or the Department of Quality. You also may contact the Bergen County Board of Social Services at 1-800-624-0275.



- ▶ To follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders and as they enforce the applicable medical center rules and regulations.
- ▶ To make it known whether you clearly understand a contemplated course of action and what is expected of you.
- ▶ To express to the health care team safety issues and concerns related to your medical plan of care.
- ▶ To ask your physician or nurse what to expect in terms of pain. To help your health care professionals measure your pain and to work with them to make a pain relief plan. To ask for pain relief measures when pain first begins and to tell the doctor or nurse about any pain that will not go away.
- ▶ To keep appointments, and when unable to do so to notify the responsible practitioner or the medical center.
- ▶ To be responsible for your actions if you refuse treatment or do not follow the practitioner's advice.
- ▶ To follow the medical center rules and regulations affecting patient care and conduct.
- ▶ To be considerate of the rights of other patients and medical center personnel and to assist in the control of noise and the number of visitors. The patient also is responsible for being respectful of the property of other persons in the medical center.
- ▶ To understand that it may become necessary to transfer you to another bed or another floor within the medical center. We apologize for any inconvenience this may cause.
- ▶ To honor our No Smoking Policy.

Before You Leave the Hospital



A successful recovery after your stay starts with a solid plan before you go.

Plan Early to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.qualitycheck.org
- www.medicare.gov/nursinghomecompare/search.html
- www.medicare.gov/homehealthcompare/search.html



Checklist for Discharge

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

Discharge summary.

This includes why you were in the hospital, who cared for you, your procedures and medicines.

Medicine list. This

includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.

Prescriptions. Check that your pharmacy has your new prescriptions and you have a plan to get them filled.

Follow-up care instructions. Beyond medicine, this can include:

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions

After-hospital services. Know how much support you'll need in these areas:

- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Health care:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

Local resources. Ask your discharge planner for help finding local after-care services or other support groups.

Not Ready to Leave?

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



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

Patient Portal

Access Your Medical Records Online Today

About the Patient Portal

We at Pasack Valley Medical Center believe that every patient should have easy, instant access to his or her health information at any time.

We are pleased to present MyChart through a secure internet portal. Using this portal, you will be able to access your health information online.

All you need to activate this service is a valid email address. You then will be able to access information from your visit, allergies, procedures, lab and radiology results, vitals and more—all in one place!

Ready to Connect With Pasack Valley Medical Center MyChart

There are two ways you can register:

Option One:

During registration, provide the hospital registrar with a valid email address. You will receive an activation code that can be used to register online. (The code remains active for 14 days.)

Option Two:

Go online to mychart.pasackmedicalcenter.com and enter your information.

If you have any difficulty registering for this service, contact MyChart Patient Support Line at 855-523-8770.



After-Hospital Care

Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

Home Health Care—Care provided by professionals in your home to help maintain or restore health. Can include: *home care* services such as housekeeping and meal preparation; *personal care* services such as bathing, dressing or eating; and *health care* services such as physical therapy or skilled nursing.

Independent Living—Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation. Health care services like skilled nursing usually are not standard.

Assisted Living—Individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

Nursing Home—Long-term care facility for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

Hospice—Care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

- [Eldercare Locator](http://eldercare.acl.gov)
eldercare.acl.gov
- [National Respite Network and Resource Center](http://www.archrespite.org)
www.archrespite.org

You can also talk to your case manager or social worker for help finding the right after-hospital care.



Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.

Understanding Your Bill



KEEPING TRACK

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

Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital. Before you are discharged, a billing representative will visit you to ensure you understand your bill.

Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.

Need a Specialist?

If you need a specialist while you are in our Emergency Department, it is recommended that you or a family member contact your insurance provider and clarify your benefits.

Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Commonly Confused Terms

- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.
- **Observation Status:** You're a hospital outpatient receiving observation service. These services are billed as outpatient services.

1. Medicare Outpatient Observation Notice (MOON) of Status:

You are receiving observation services hospital outpatient (observation) stay. This is covered under Medicare Part B coverage.

You may be responsible for coinsurance. A MOON form will be provided for you to sign by registration, and a copy will be given to you for your records.

2. Non-Medicare Outpatient Observation Notice (NOON) of Status:

This is for patients enrolled in health care insurance plan. Placement in observation means you may be responsible for co-pays. Check with your insurance company. NOON will be provided for you to sign by registration, and a copy will be given to you for your records.

Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.





Be your own advocate

**At Pascack Valley Medical Center,
we care about your healthcare plan.**

Please let us know in advance if you
have one or more of the following
documents:

- Advance Directive
- Living Will
- Five Wishes
- Healthcare Proxy
- Do Not Resuscitate (DNR)
- Do Not Intubate (DNI)
- Do Not Hospitalize (DHN)
- POLST Form



Hackensack
Meridian
Pascack Valley
Medical Center

If you have one of these documents, please provide it to your healthcare provider. If you would like to speak to someone about your healthcare plan, please contact the manager of patient experience at x1020.