



Important Numbers

Admissions	(973) 877-5100	Human Resources	(973) 877-5477
Billing	(973) 983-1536	Pastoral Care	(973) 877-5467
Central Scheduling	(973) 465-2792	Patient Information	(973) 877-2300
Case Management/Social Services	(973) 877-5363	Medical Records	(973) 877-5115

111 Central Avenue, Newark, NJ 07102
973-877-5000 | smmcnj.com



**Saint Michael's
Medical Center**

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Thank you for choosing



**Saint Michael’s
Medical Center**

*A center of excellence in care,
research and education for
more than 150 years*



Welcome to Saint Michael’s Medical Center and thank you for choosing us for your healthcare needs. Our entire staff is committed to providing you with high quality, compassionate care.

We understand the importance of keeping patients well informed. Our Patient Information Guide provides essential information about our facility, our programs, and services, as well as other topics of special interest to our patients and their families. You’ll be happy to know that a detailed telephone directory has been included to enable you to contact key members of our healthcare team throughout your stay.

We are sure your experience will be a positive one and that you will agree that Saint Michael’s Medical Center is dedicated to excellence in every way.

We want you to know that we value your feedback and look forward to hearing about your patient experience directly or through our patient survey.

Saint Michael’s Medical Center is here for you!

Alan Sickles, MD
Chief Executive Officer



About Saint Michaels

As the oldest hospital in Newark, we have been touching lives and healing our neighbors since we were founded in 1867 by the Franciscan Sisters of the Poor. The hospital was the first in New Jersey to perform open-heart surgery, and the first to develop a cardiac catheterization program. The key to Saint Michael's longevity is in our ability to adapt while maintaining a strong sense of our history and our mission.

We are proud to be part of the Prime Healthcare System - a national network of hospitals in over 14 states and in the business of saving hospitals, saving lives, and saving communities. The common thread throughout our network is a commitment to quality, patients, physicians, and our communities.

As major teaching affiliate of the New York Medical College, Saint Michael's offers residencies and fellowships in Cardiology, Gastroenterology, Hematology/Oncology, Infectious Disease, Pulmonary/Critical Care, Internal Medicine, Interventional Cardiology and Podiatry.

Saint Michael's is also one of the most technologically advanced hospitals in the region offering state-of-the art technology, the latest diagnostic and therapeutic procedures and cutting-edge research. Since Prime Healthcare purchased Saint Michael's in 2016, the hospital has invested more than \$75 million in upgrades to systems and medical equipment, including EPIC an electronic medical records system, a telemetry system throughout the hospital and refurbished operating rooms, cardiac catheterization labs and radiology suites.

Saint Michael's Medical Center - Around the Corner, Ahead of the Curve.

Find Saint Michael's on the web: smmcnj.com.

Saint Michael's on social media  /SaintMichaels MedicalCenter  /SMMC_Newark  /smmcnj

VISION, MISSION & VALUES

Quality

We strive to provide exceptional care and performance with every encounter throughout our delivery system.

Compassion

We deliver healthcare with compassion, dignity and respect for the desires and rights of every individual.

Community

All healthcare is local. We support the communities we serve by giving back through charitable care, community partnerships, improving healthcare access, and contributing to local causes that matter most to our patients and their families.

Physician-Led

We are a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level.

Patient Centered

We aim to provide care that is consistently excellent, responsive and centered around each and every patient.

Saint Michael's is an award-winning provider of safe, high-quality care serving the Greater Newark community. The hospital is honored to have received recognition from Leapfrog, the Centers for Medicare and Medicaid Services, the New Jersey Department of Health, and others.

To see our recent awards, please visit smmcnj.com.



The Founding of Saint Michael's Hospital

Monday, May 6, 1867 at about ten o'clock in the morning, Monsignor George Hobart Doane exclaimed, "Happy day for Newark! This is the grandest day that Newark has ever seen!" He smiled and offered a prayer of thanks as a horsedrawn wagon bearing five Sisters of the Poor of St. Francis, newly arrived from Cincinnati, Ohio, passed the door of St. Patrick's Cathedral in Newark, New Jersey.

The superior, Sister Monica Voss, a German immigrant who had previously served at St. Francis Hospital in nearby Jersey City, was accompanied by Sister Hortulana Menzen, Sister Ewalda Mittler, Sister Masea Keenan, and a postulant, Bridget McDonald, who would later become Sister Regina.

When the wagon arrived at a small three-story building at 69 Bleeker Street, a former orphanage for girls, Sister Monica dismounted and led her companions inside to begin Saint Michael's Hospital.

The sisters arrived at the request of Rt. Rev. James Roosevelt Bayley, the first bishop of Newark, who saw an urgent need to care for the city's sick and poor. He petitioned to the order, whose foundress, Mother Frances Schervier, had been instrumental in the establishment of several hospitals.

Monsignor Doane personally oversaw the preparation of the building on Bleeker Street, collecting donations from his parish to obtain linens, beds, bandages, and other necessities. He also organized appeals, raffles, and other fundraising events.

The original hospital had thirteen beds and two physicians. One of them, Dr. William O'Gorman, would become the hospital's first medical director and remain in that position until his death in 1888. He treated the hospital's first surgical patient, a man who had been hit by a train and transported to Saint Michael's by wheelbarrow.

In 1868, Mother Schervier visited the hospital. While she admired the work that had been accomplished, she advised Sister Monica to identify larger facilities to accommodate increasing demand.

On September 29, 1869 – the Feast of Saint Michael – the cornerstone was laid for a new hospital on the corner of High Street (now Dr. Martin Luther King, Jr. Boulevard). A parade led by twelve white horses marked the occasion. The new building was designed by Jeremiah Rourke, who would later help design the Cathedral Basilica of the Sacred Heart in Newark.

General Information

Parking Policy

Our visitors' parking lot is located on Dr. Martin Luther King, Jr. Boulevard and James Street.

Free parking is provided for our patients and visitors.

We also have valet parking, at no charge.

Transportation

Saint Michael's Medical Center is accessible via NJ Transit and Light Rail.

Please visit www.smmcnj.com and click on Directions on the left-hand side for further directions.

Directory by Floor

Level 1:	Primary Care Center, Specialty Care Center, Podiatry, Pulmonary, Sleep Lab
Level 2:	Admitting, Charity Care, Security, Cafe, Emergency Department, Cancer Center, Outpatient Physical Therapy, Chapel, Pre-Admission Testing, Registration
Level 3:	Peter Ho Clinic (HIV Testing/Counseling), Women's Health Center, Hemodialysis, Heart & Vascular Institute, Inpatient Unit
Level 4:	Imaging Center, Same Day Surgery, Physician Offices, Inpatient Units
Level 5:	Marano Eye Care, Radiology and Medical Imaging, Cardiology, Cardiac Catheterization Lab, In the Pink
Level 6:	Administration, Human Resources, Intensive Care Unit (ICU)
Level 7:	Medical Records, Inpatient Unit
Level 8:	Outpatient Substance Abuse, Behavioral Health, Inpatient Unit

Did you know?

Saint Michael's Medical Center offers valet parking to all our visitors.

Public Restrooms

Please do not use the bathrooms in patient rooms; they are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

Special visiting privileges that are needed outside of these guidelines will be granted on a case-by-case basis by the nurse manager or designee. No floral arrangements or stuffed toys are permitted at bedside in ICU.

Visitors and Visiting Hours

We know that visitors at the bedside ultimately ease the anxiety and fear of our patients and families, promoting a better healing environment. We encourage family and friends to visit and be considerate of the needs of other patients, especially in double-occupancy rooms.

Please note our visitation guidelines:

- Two visitors at a time
Please don't visit if you have flu-like symptoms
- Visitors must be 12 years of age or older.
- *For Intensive Care Units*, visitors must be 14 years of age or older.

Exceptions will be considered in special circumstances.

Visitors must check in the main lobby and obtain a pass.

A patient may exercise the right to refuse visitors by notifying the nurse manager.

When end of life is imminent, special visitations will be granted.

Visiting Hours:

General visiting hours are 11am - 8pm

Intensive Care Unit:

- 11am - 3pm
- 5pm - 6:30pm
- 7:30pm - 10pm

Quiet hours are observed between

- 3 pm to 5 pm and 10 pm to 4 am

Behavioral Health

6 pm to 8 pm (7 days a week)
and 11:30 am to 1 pm (Saturday, Sunday and Holidays)

ATM

For your convenience, an automated teller machine (ATM) is located in our main lobby.

Saint Michael's Café

A Café is located near the main lobby on the second level. It is open Monday through Friday from 7:30 a.m. to 5:30 p.m. Vending machines are available 24 hours a day in the main lobby and in various locations throughout the hospital.

Security

Your safety is one of our most important goals. To help keep you and your visitors safe, Saint Michael's Medical Center has a security team fully trained to handle any emergency situation. Security Officers can be found throughout the building and at security posts located in the main lobby and in the Emergency Department waiting area. A security officer can be reached day or night, seven days a week, by picking up any hospital phone and dialing extension 5555.

Chapel

The Chapel is in the main lobby and is always open for patients, visitors, and staff. Mass is celebrated daily at 12:00 pm, and on special holy days.



Tune in to Channel 6 For chapel programming.

Mail and Flowers

Mail and packages will be delivered to your room once a day. You'll get faster mail and package delivery if you give your family and friends your exact location in the hospital.

The complete address is:

Your Name

Your Room #

Saint Michael's

Medical Center

111 Central Ave.

Newark, NJ 07102

Any mail received after your discharge will be forwarded to your home address. Florists deliver directly to patient rooms. Please note that flowers are prohibited in MICU.

When You Arrive

Upon your arrival at Saint Michael's Medical Center, you may have questions and concerns. There are several things that you can do to help us address those needs and keep you safe.

Provide Accurate Information

Our staff will ask questions about your health history and current condition. Describe your condition in detail with accurate information so an appropriate diagnosis and plan of care can be developed for you. Let the caregivers know if you have taken any medication prior to coming to the hospital. This information is important to avoid retaking medications and preventing a drug reaction. If when arriving at the hospital you have medications with you, please hand these over to your nurse if your family is not able to take them home. Make sure you also let the caregivers know if you have any allergies or are participating in any research studies.

Ask for Help from Family and Friends

Alerting your family and friends to your condition will help them advocate for you if you are unable to provide your own information or speak up for yourself. They may also be able to alert medical staff to changes in your condition. We urge you to ask for help when you need it. We encourage you and your family to take part in discussions about your care with your doctor and other caregivers.

Patient Identification

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your date of birth and name before they proceed. At times you may be asked the same questions repeatedly.

Please understand that this verification process is a critical component of our patient safety program, to guarantee that all our patients receive the correct medications.

Admissions Office

When you and your physician have determined that you will be admitted to Saint Michael's Medical Center, your doctor's office will make arrangements for your admission to the medical center.

On the day of your admission a representative will call you to tell you when your room will be available and what time you should plan to arrive. Depending on room availability, you may be called at any time of the day. When you arrive, please go directly to the Admissions Office in the main lobby.

You will be asked to present insurance identification cards and insurance referral forms, as well as one source of personal identification, such as driver's license. This information is important to assist us with your medical care and to ensure that you receive all the medical benefits to which you are entitled. If you have an Advance Directive (Living Will), please bring a copy to the hospital to place in your medical record. If you wish for more information please ask the registrar or your nurse.

If you come to Saint Michael's Medical Center Emergency Room, the admitting process will begin there.

Consent for Treatment Forms

Consent for treatment forms must be completed and signed by the patient or his or her designated healthcare representative. Consent forms are designed for the protection of the patient and the medical center. Please read the forms carefully, and feel free to ask questions.

Employee ID Badges

All hospital employees wear identification badges. Please feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

IMPORTANT: Sign up for MyChart

Sign up and access this secure and convenient way to take control of your health.

- » View test results
- » Manage your appointments
- » Request prescription refills
- » Communicate with your doctor or provider

Access MyChart at no cost to you.

Let's get started!

Scan the QR code to create your account.



Required:

- » Activation code*
- » Social security number (last 4 digits)
- » Date of birth

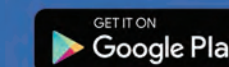
*Activation Code

- » You can find your activation code on your registration paperwork
- » Activation codes can also be requested by contacting the MyChart Support at 844-237-7463 or by email at mycharthelp@primehealthcare.com

Thank you for choosing Saint Michael's Medical Center (SMMC) as your healthcare provider. At SMMC, we want to help you stay active in managing your health.



Access your health record from any mobile device, download the MyChart app:



Member of Prime Healthcare

Pre-Admission Testing

In order to do a preliminary evaluation, your physician may want you to undergo some tests before you come in for your procedure. If you require tests a representative from the Pre-Admission Screening Department will call you to arrange for a pre-admission appointment. Appointments are scheduled between 9 a.m. and 3 p.m. Special arrangements may be made to accommodate those who may not be available during those times.

Your pre-admission evaluation may include one or more for the following: laboratory studies, radiology studies, cardiac studies, a nursing/social services interview, and/ or a financial interview. When you arrive for pre-admission testing, please go directly to the Admissions Office, sign in, and take a seat in the reception area. Once the necessary paperwork is completed, your testing will begin.

We know your time is valuable. To ensure that the time you spend during your pre-admission testing experience is as brief as possible, we ask for your cooperation:

- Please be punctual to your appointment time.
- Dress casually and comfortably. We recommend loose-fitting clothing.
- Bring ID and insurance cards.

Some insurance plans require that you get a second opinion or pre-certification prior to surgery. Please check these requirements with your insurance carrier or employer prior to your pre-admission visit. Please bring with you any insurance forms or referrals given to you by your insurer or physician.

ID Bracelet

When you are admitted, a plastic identification bracelet will be fastened around your wrist. For security and safety reasons, please do not remove this wristband until you are discharged from the medical center.

Don't be afraid to ask!

A number of people may enter your hospital room. Be sure to:

Ask for the ID of everyone who comes into your room.

Speak up if hospital staff doesn't ask to check your ID.

Ask if the person has washed his or her hands before he or she touches you.

If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

Your clothing

If you wish to keep your clothing with you, please make sure they are stored with the hospital staff, or in a designated belongings bag in the closet of your room. The critical care units are unable to accommodate belongings.

Your dentures

We provide denture cups for your dentures if needed. Please do not place your dentures on your food tray or under your pillow.

What to Bring to the Medical Center

At the time of admission, you will receive items required for your care. Personal items, such as nightgown or pajamas, robe, slippers, and toiletries (e.g., toothbrush, toothpaste, shampoo, brush, comb, etc.), should be brought with you. Please label all items with your name before you arrive. You are responsible for all items that you choose to bring.

Medications

Please bring a list of any medications, including over-the-counter medications that you have been taking at home to share with your health-care providers. If you must bring any medications with you, please give them to your nurse for storage in our pharmacy. The only medications you should take during your hospitalization are those given to you by your nurses. Medications may not be kept at the bedside unless ordered by your doctor. Please feel free to ask your doctor or your nurse about what medications you are receiving and why.

Valuables and Belongings

The medical center is not responsible for personal belongings kept in your room. Please leave valuables, such as jewelry, watches, and money, at home. If this is not possible, ask your nurse to have valuable items stored in the medical center's safe. You will be issued an itemized receipt. We ask patients and families to keep careful track of such personal belongings as eyeglasses, dentures, and hearing aids. Belongings are not allowed in ICU.

Room Assignment

After completing the admissions process, you will be assigned to a room based on your admitting diagnosis and bed availability. You may request a private room, if one is available. If you request a private room, there will be an extra charge that is not covered by health insurance plans. You will be responsible for that charge and it must be paid at the time of admission. However, if the hospital assigns you to a private room, based on your illness, there will not be an additional charge.

The hospital may need to initiate room transfers for medical necessities. If this is necessary, every effort will be made to make this move as easy as possible.

Your Hospital Bed

Hospital beds are electronically operated, and your health-care team will show you how to operate your bed properly. The bedside rails are used for your protection. They may be raised at night or during the day if you are resting, recovering from surgery, or taking certain medication. Beds for those with special needs are available as needed.

Calling for Assistance

A button to call for assistance is located at your bedside. When you press the button, the patient care unit is alerted that you need assistance, and a light will flash over your door. A member of the health-care team will respond to your signal as soon as possible.

Wi-Fi

You and your family members can connect to the Internet using our wireless guest network PHSI-Guest. Finding the PHSI-Guest network:

- Go to settings on your personal mobile device.
- Select Wi-Fi settings
- Select PHSI-Guest to connect.

Television and Telephones

Television and telephones are provided in each room free of charge except in the critical care units. Patients may receive calls from 8 a.m. to 8 p.m. Local calls may be made at any time from patients' room by dialing 9, followed by the number. To place internal calls, dial the last four digits of the number. To make collect calls outside the local area, dial 9, followed by (800) 225-5288, and follow the prompts. Charges for these calls must be billed as a collect call or to your home phone number or to a credit card. Bedside telephones are not available in the critical care units. Please ask your nurse for use of a handheld phone.

Mobile Phones

For your convenience, cell phone usage is permitted within the facility. Please use discretion with the use of mobile devices:

Please set your phone to vibrate.

Find a private place to make calls.

Please do not use the speaker function in patient care areas.

Cell phone photos and videos are not allowed in Saint Michael's Medical Center.

The mobile device may interfere with patient care, hospital staff may ask you to limit or refrain from using it.

Did you know?

Each year, millions of people are injured by falls. Those most at risk of falling include:

- Hospital patients
- Nursing home residents
- Those recovering from an illness/injury

One third of people over age 65, and one half of people over age 80, suffer a fall injury at least once a year.

In New Jersey, every 8 minutes, an older adult is seen in the ER for a fall.

Falls are the #1 cause of brain damage among older adults.

Falling is a serious public health problem. Falling, or the fear of falling, can lead to depression and hopelessness, loss of mobility, and loss of functional independence.

Patient Safety

Every member of your health-care team is committed to making your stay as safe as possible. All patients are assessed upon admission and as needed during the course of their hospital stay. Special precautions are taken to protect those identified as being at high risk for falls.

A variety of measures can be taken to prevent falls:

- Know how to operate the nurse call button at your bed.
- A call button is also located in your bathroom.
- Follow your doctor's orders regarding bed rest.
- If your doctor permits your getting out of bed alone, remember to move slowly from bed to chair, requesting help if weakness, dizziness, or nausea occurs. If oxygen or another type of equipment is in use, please ask for help getting out of bed.
- If you have been instructed to call for assistance when getting out of bed or walking, please do so. Our nurses are here to assist you; please do not feel that you are bothering them if you need to call them to your room.
- Wear slip-resistant footwear when you are out of bed.
- Walk close to the wall and lean into the wall if you feel yourself beginning to fall.
- If there is a spill, clutter, or equipment in your path, notify a staff member immediately.
- If you are required to use a wheelchair, cane, or walker, be certain that you are familiar with how to use it, and ask for assistance if you need it.
- When you are in bed, you can request that the nurse put the side rails up. You may find that the rails help you to move while you are in bed, and they may reduce any fears or concerns you have about falling.
- Please do not attempt to operate any equipment unless your health-provider has instructed you on how to use it.

Call — Don't Fall! Avoid slips, trips, and broken hips. If you feel dizzy, weak or unable to get up, please don't try to walk. Pull the emergency cord.

Channel Guide

2 CBS	10 AMC	17 CNN	28 Yes! Network
4 NBC	11 WPIX	18 A&E	29 Discovery
5 Fox	12 Telemundo	23 NICK	30 Freeform
7 ABC	13 PBS	24 TNT	31 TLC
8 Univision/41	14 Lifetime	25 Yes! Network	33 Comedy
9 WWOR	15 USA	26 Fox News	
	16 TBS	27 The Weather Channel	

Infection Control

Infection control in a health-care facility means taking measures to prevent the spread of illness or disease. Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. The medical center's Infection Control Program includes preventative and control procedures that are essential for maintaining a safe and healthy environment for all patients, visitors, health-care workers, and staff.

Here are four easy things you can do to fight the spread of infection:



Clean your hands.

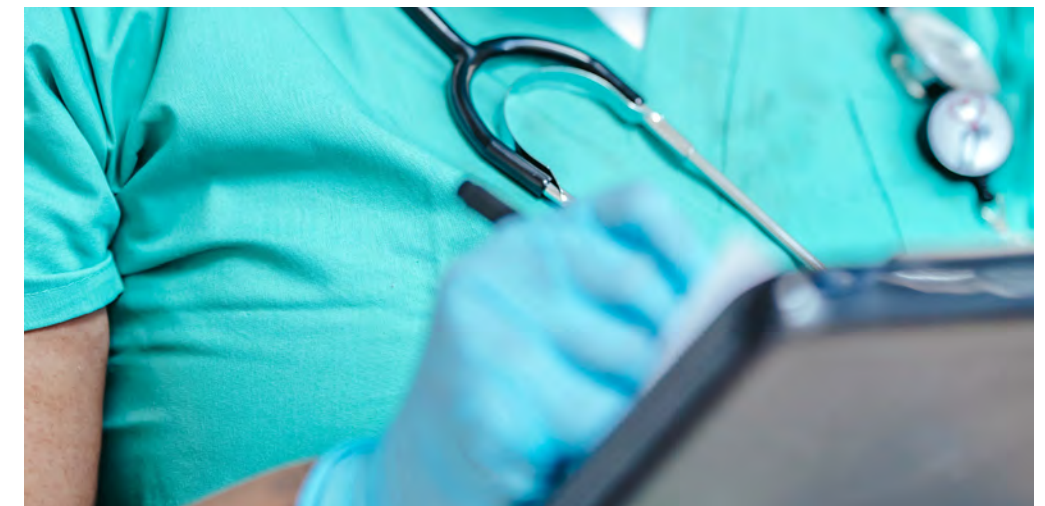
- Use soap and warm water. Rub your hands really well for at least 20 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands. Rinse your hands for 10 seconds.
- If your hands do not look dirty, clean them with alcohol-based hand sanitizer. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.

How can visitors help prevent infection?

Visitors to the medical center can help avoid the spread of infections by following the facility rules and procedures. It is important to ask the health-care staff for guidance when visiting specific units, especially when a patient is in an isolation room.

Friends and family members should avoid visiting the hospital if they are ill or exposed to an illness, as this can increase the risk for patient infections.

Hand washing should be done before and after patient visitations.



Make sure health care providers clean their hands and wear gloves.

- Doctors, nurses, dentists, and other health-care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they 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 performing examinations. Do not be afraid to ask them if they should be wearing gloves.

Cover your mouth and nose when sneezing or coughing.

- Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more. Cover your mouth and nose to prevent the spread of infection to others.
- Use a tissue. Keep tissues handy at home, at work, and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.
- If you do not have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.

If you are sick, avoid close contact with others.

- If you are sick, stay away from other people or stay home. Do not shake hands or touch others.
- When you go for medical treatment, call ahead and ask if there is anything you can do to avoid infecting people in the waiting room.

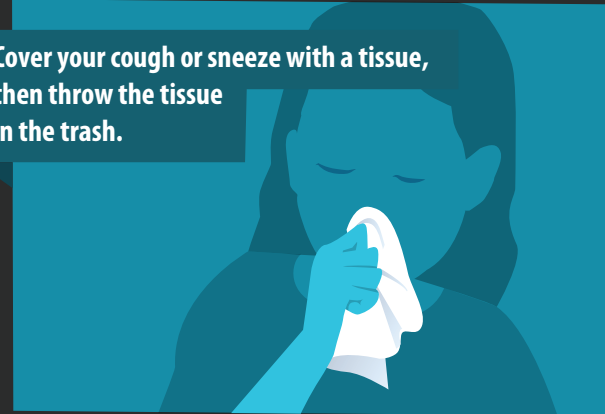
STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



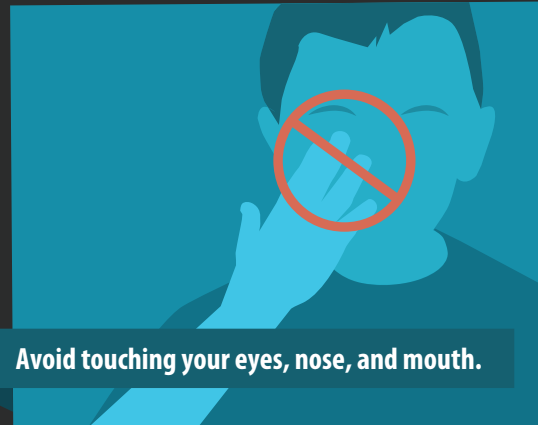
Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Clean and disinfect frequently touched objects and surfaces.



Avoid touching your eyes, nose, and mouth.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



[cdc.gov/COVID19](https://www.cdc.gov/COVID19)

Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors.

Be sure that all your doctors know what medications you've been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all your doctors know of any allergies you may have to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, be sure to ask the staff member to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to doublecheck.

The nurse administering your medication will educate you on the indication, usual dose, expected or possible adverse effects, and drug/food interactions of the medication.

Take an Active Role in Your Health

Be an active decision maker in your care. Let caregivers know about your concerns and goals so that everyone can work to meet your needs. Some medical terms can be hard to understand, so ask for terms to be explained. Also ask questions before and after treatments to make sure you stay informed.

Check Your Name Bracelet

Check your name bracelet to be sure all information is accurate and readable. If information is incorrect or cannot be read, please inform your nurse. Make sure your caregivers check your identification bracelet and verify you are the correct patient prior to giving your medications, drawing blood, giving you any treatment, or taking you for a test.

Be Familiar With Your Caregivers

Expect your caregivers to introduce themselves to you and explain their roles in your care. Become familiar with your caregivers so they can address your unique healthcare needs. The more comfortable you feel with your caregivers, the better you will be able to communicate your needs and enable our healthcare team to address them.

Ask for Reference Materials

Ask where there are videos you can watch to learn about your diagnosis or treatment or about how to maintain your health. In addition, ask about printed materials you can take home for future reference about your care.

Know About Medication Safety

Let caregivers know about all the medications you are taking, including vitamins, over-the-counter drugs (aspirin, antacids, pain relievers, etc.), and even herbs and "natural" products. These all can have unwanted effects when combined with medications or anesthesia.

Electrical Appliances

For your safety, personal appliances, such as radios, hair dryers, curling irons, fans, and electric razors (unless they are battery-operated), are not permitted in your room.



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During Your Stay

Meals

Your diet is an important part of your recovery. Our goal in Food and Nutritional Services is to provide you with an enjoyable dining experience while at the facility. Our menus offer wholesome, nourishing and well-balanced meals. If you are on a special diet prescribed by your physician, you will receive meals tailored to those specific needs. At Saint Michael's Medical Center, all food is prepared on-site.

You meal may be delayed if you are scheduled for a special test or treatment. Whenever possible, your meal will be served soon after your test or examination is complete. If not, please inform a member of your care team.

If you are to remain on a special diet after you leave the facility, a registered dietitian will assist you with details before your discharge. If at any time you have questions about nutritional needs or diet restrictions, call extension 5375 and someone will address your concerns.

Care Rounds

A member of your care team will be coming to your bedside throughout the day to make sure that your care and comfort needs are met. If you are awake, a staff member will ask you about your pain level, assist you if you need to use the bathroom, and answer any questions you may have.

Stay informed. Talk to your nurse and/or physician and ask questions until you fully understand your health condition(s) and reason(s) for your hospital stay. Feel free to write down questions to ask later.

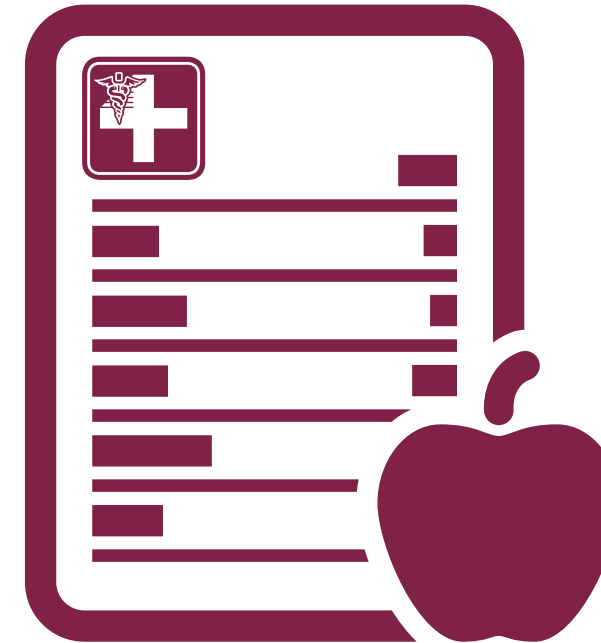
Meal Delivery Times

Breakfast:
7:45 a.m. to
8:45 a.m.

Lunch:
11:45 a.m. to
12:45 p.m.

Dinner:
4:45 p.m. to
5:45 p.m.

Exact meal service
varies based on
location and
patient census



Nutritious food
that tastes good:

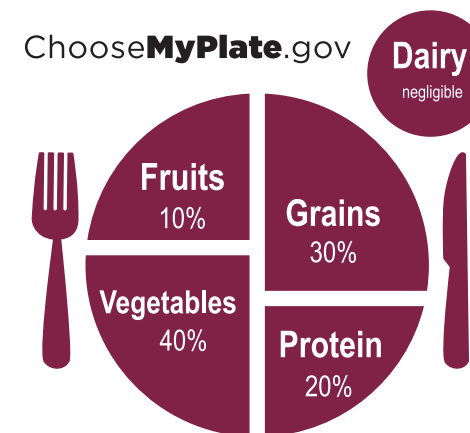
That's

Getting Better
With Us.

The Food and Nutrition Department at Saint Michael's Medical Center is committed to making your stay a pleasant one. Our primary goal is to improve the nutritional health of our patients by providing nutritious, high quality foods that also taste good!

Your physician will prescribe a diet for you based on your medical needs. The following is a list of the most common diets. If you have questions about your diet please feel free to ask for a registered dietitian to visit you to provide more in-depth education on your prescribed diet.

Choose **MyPlate.gov**



The USDA recommends:

- Make half your plate fruits and vegetables
- Make at least half your carbohydrates whole grains
- Vary your protein choices
- Reduce intake of salt and sugar
- Get 30 minutes of moderate exercise at least five times a week (with approval from your physician)

What is a medical diet? Why do I need one?



Clear Liquid Diet



Contains liquids that are clear or “see-through” at room temperature. The purpose of this diet is to allow the bowels to rest by requiring minimal gastrointestinal functions. This diet is to be used for a short time only and is often a transitional diet.

Regular Diet



This is prescribed for the general population. A regular diet offers a wide variety of foods to meet standard nutritional needs. Some tips for healthy meal choices are: eat a wide variety of fruits and vegetables, choose lean proteins and whole grains, and avoid excess fat, sugar, and salt.

Heart Healthy Diet



This diet is prescribed for patients who have, or are at the risk for, cardiovascular disease. This diet is limited in saturated fats, trans fats, cholesterol, and sodium. Recommended foods are lean meats, fish and poultry. Foods high in dietary fiber, including fruits, vegetables, and whole grains are recommended.

Renal Diet



This diet is prescribed for patients with chronic kidney disease. The kidneys act as a filter for our bodies. When the kidneys are not functioning properly a renal diet may be ordered. This diet is designed to slow down the damage to your kidneys by limiting foods high in protein, sodium, potassium, and phosphorus.

Diabetic Diet



This diet is prescribed for those patients who have or are at risk for developing diabetes. Controlling the amount and type of carbohydrate foods are important for managing diabetes.

Quit smoking today!

If you're interested in quitting smoking, let your nurse or physician know.

Or, call NJ QuitLine tollfree at:

1-866-NJSTOPS
657-8677

myquitforlife.com/newjersey

Benefits of Quitting

20 minutes - Blood pressure, heart rate return to normal

8 hours - Oxygen level returns to normal; nicotine and CO levels reduced by half.

24 hours - CO is eliminated from the body; taste and smell improve.

2-12 weeks - Circulation improves.

3-9 months - Lung function increases up to 10%; coughing, breathing problems are reduced.

1 year - Heart Attack risk decreases by 50%.

10 years - Lung cancer risk decreases by 50%

15 years - Heart attack risk same as for someone who never smoked.

Fire and Disaster Drills

State and local laws require the hospital to conduct periodic fire and disaster drills. Although these drills may cause some inconvenience, please be assured that the drills are necessary to ensure patient safety in the event of a real emergency. We request that you please remain calm and stay where you are. Hospital staff will provide you with further instructions. In the event of an emergency dial 7777 from your hospital phone.

Housekeeping

Our housekeeping staff cleans patient-care areas on a daily basis. If you have questions or concerns about the cleaning of your room, please call extension 5655.

Pastoral Care

Our Pastoral Care Department offers emotional and spiritual support to patients and family members regardless of religious affiliation. Pastoral care is available 24 hours a day, with Catholic and Protestant chaplains available to minister to patients and their families. A Jewish rabbi visits regularly, and representatives of Islam and other religions are available upon request. To arrange for a chaplain to visit, please speak with your nurse or Social Worker. Religious services are available on in-house television on Channel 6.

Smoke-Free Hospital Policy

For everyone's health, as well as in keeping with standards set forth by regulatory agencies, Saint Michael's Medical Center is a smoke-free facility. Smoking is prohibited throughout the campus. Visitors may use designated areas outside the buildings.

Pain Management Program

Your caregivers at Saint Michael's Medical Center are committed to addressing and managing any pain issues you may have during your stay. Your caregivers will use a pain scale of pictures, numbers, or words to help assess your pain and your response to medicines. We need to know:

- **Where** does it hurt?
- Does the pain **radiate outward** to other areas?
- **How often** does pain occur, and **how long** does it last?
- **What helps** relieve the pain, and how much relief do you get from your pain medication?
- **What type** of pain – sharp, stabbing or constant ache?

Why is it important to communicate about pain?

Being in pain can make you feel unwell and have negative feelings. It can interfere with your daily activities. Pain can be a sign that you have a condition that needs to be treated. Talk to us about your pain so that we can keep it under control. Some questions to ask your health care provider:

- What is causing my pain?
- How long will I need treatment?
- What other treatments can help?
- What are the risks of treatment with medicines?

Patient Education

Patient education is an integral part of preparing for discharge, and it begins when you are admitted to the medical center. Your health-care team will work with you to determine your education needs and provide you or your caregiver with the knowledge and skills you need to complete your recovery at home. If you have a chronic disease, our staff can help you learn to manage the disease in a manner that can improve the quality of your life.

Classes and Events

Saint Michael's Medical Center hosts a variety of informative and enjoyable classes, lectures and events to give you the information you need to take charge of your health. See a full schedule at:

smmcnj.com/events-calendar

Save Your Skin—Working Together to Prevent Pressure Injury

Pressure injuries—also known as pressures sores, bedsores, or decubitus ulcers are changes or tears in the skin caused by constant pressure. They can happen when the body is rubbed or slid against a surface such as a bed sheet. Pressure injuries often look like a red or dark area on the skin, a blister, or an open wound or sore. In addition to being painful, pressure injuries can become the site of a serious infection.

If you think you have a pressure injury, **DO NOT RUB THE SKIN.**
Instead, immediately seek help from a health care provider.

Here are some simple tips that you can use to help prevent pressure injuries:

- Keep your skin clean and dry
- Protect your skin from urine or perspiration by using moisturizer or barrier
- Ask for help to get from your bed to the toilet or to get a bedpan as soon as you feel the need
- Wear underwear and ask for help cleaning yourself if you need it
- Check the skin every day for redness or sores or dark patches
- Do as much physical activity as you safely can
- Change your position in the bed or chair every 1-2 hours
- Protect bony areas such as elbows and knees with pillows
- Keep the heels off the bed by placing pillows under the calves
- Eat a nutritious diet and drink plenty of fluids, especially water
- If breathing permits, keep the head of the bed lower, reducing pressure on the base of the spine
- Avoid pulling that will cause friction on the skin

How bad is your pain?



0

No pain



2

Uncomfortable



4

Distressing



6

Intense



8

Horrible



10

Unspeakable



Integrated Care Management

Case Managers and social workers are available to assist you and your family during and after your hospital stay. Services include discharge planning, community referrals, and patient/family counseling. If after-care plans include continued restorative care in an extended-care facility, the social worker on your health-care team will assist you and your family in making that transition. To contact a case manager or social worker, call extension 5363.

Organ Donation

The New Jersey Organ and Tissue Sharing Network is dedicated to the miracle of organ and tissue donations with the promise of giving someone a second chance at life. For more information, call extension 5084.

Know Your Rights

National Donate Life Registry

www.registerme.org

Register as a donor and help save a life!

ORGAN & TISSUE DONORS SAVE LIVES.

A single organ donor can save *eight lives* and restore health to more than *75 sick people* through corneal transplants, bone/skin grafts, and other soft tissue. Right now, there are more than 120,000 people waiting for a life-saving organ transplant; more than 4,000 of them right here in New Jersey.



To learn more about organ donation, ask your attending physician or visit: njsharingnetwork.org.

Ethics Consultation Services

Ethics Consult Team at Saint Michael's Medical Center serves as a resource for families, patients, physicians, and hospital staff in addressing the complex and often difficult ethical issues that arise in health care. Committee membership includes representatives from the medical staff, the nursing staff, pastoral care, social services, and other areas of care. The committee does not make decisions; its purpose is to advise and educate patients and families on their options. The ultimate medical decisions belong to the patient, the family, or a person chosen by the patient to be a surrogate decision maker. As a patient, you – or if you are not able to participate, your family or surrogate – have the right to participate in consultation meetings regarding treatment decisions that deal with medical and ethical issues. For further information, please call extension 5470.



Important Decisions

As an adult patient, you have certain rights concerning your health care. These include the right to formulate advance directives. Advance directives are your written decisions that will govern your health care if you become seriously injured or gravely ill and unable to express your own wishes. Written directives are important because they allow you to make decisions without the pressures of crisis, shock, and grief. These decisions concern the intensity of medical care to be administered and the use, limitation, and/or withdrawal of life support systems. Completing a Living Will of Durable Power of Attorney for Health Matters will ensure that your wishes are followed. You may receive a copy of an Advance Directive for Health Care document in the Admissions Office, or you can request that your caregiver obtain one for you. If you have any questions about this process, call Social Services at extension 5363.

Advance Directives

If you have an Advance Directive, be sure to have a family member or trusted friend bring it in.

Advanced Directives



What kind of medical care would you want if you were too ill or hurt to express your wishes?

What is Advance Care Planning?

By planning in advance, you can get the medical care you want, avoid unnecessary suffering, and spare your loved ones and caregivers from making difficult choices during a time of crisis or grief. Advance directives are a set of legal documents that goes into effect only if you are incapacitated and unable to speak for yourself – no matter how old you are. It helps others know what type of medical care you want. It also allows you to express your values and desires related to end-of-life care. You can change these documents at any time, and your wishes must be followed by law.

What is an Advance Directive?

An advance directive tells your doctor what kind of care you would like to have if you become unable to make medical decisions for yourself (if you are in a coma, for example). If you are admitted to the hospital, the hospital staff will probably talk to you about advance directives.

A good advance directive describes the kind of treatment you would want depending on how sick you are. For example, the directives would describe what kind of care you want if you have an illness that you are unlikely to recover from, or if you are permanently unconscious. Advance directives usually tell your doctor that you don't want certain kinds of treatment. However, they can also say that you do want certain treatments no matter how ill you are.

Advance directives can take many forms. Laws about advance directives are different in each state. Even if these advance directives aren't officially recognized by the law in your state, they can still guide your loved ones and doctor if you are unable to make decisions about your medical care.

What is a Living Will?

A living will is one type of advance directive. It is a written, legal document that describes the kind of medical treatments or life-sustaining treatments you would want if you were seriously or terminally ill. A living will does not let you select someone to make decisions for you.

What is a Durable Power of Attorney for healthcare?

A durable power of attorney (DPA) for healthcare is another kind of advance directive. A DPA states whom you have chosen to make health care decisions for you. It becomes active any time you are unconscious or unable to make medical decisions. A DPA is generally more useful than a living will. But a DPA may not be a good choice if you don't have another person you trust to make these decisions for you.

What is a "DNR" or "Do Not Resuscitate" order?

A "do not resuscitate" (DNR) order is another kind of advance directive. A DNR is a request not to have cardiopulmonary resuscitation (CPR) if your heart stops or if you stop breathing. Unless given other instructions, hospital staff will try to help any patient whose heart has stopped or who has stopped breathing. You can use an advance directive form or tell your doctor that you don't want to be resuscitated. Your doctor will put the DNR order in your medical chart. Doctors and hospitals in all states accept DNR orders.

How can I get and fill out these forms? Should I have an advance directive if I am young and healthy?

You can ask your doctor or Hospital caretaker for the forms. Forms are also available on the Internet. Anyone 18 years or older, and able to make their own decisions, can fill out an advance directive. No lawyer is needed to fill out an advance directive.

Who should I talk to about advance directives? Who should I give the paperwork to?

Your doctor(s), family members, close friends and/or others that you trust to help you. Bringing a copy to the Hospital is also recommended. Please ask to speak to a Social Worker if you need additional information.

Where can I get more information?

- Case Management/Social Work Department 973-877-5363
- Last Acts Partnership Hotline 800-989-9455

When You Are Discharged

Financial Arrangements

Saint Michel's Medical Center accepts most valid insurance plans and will bill the insurance company on your behalf. Please review your insurance manual if you are insured by an HMO for additional information. Most insurance companies require pre-certification prior to elective admissions. Please check your insurance card for instructions and notify your physician if precertification is required. This will help prevent any reductions in your benefits. If you have sufficient acceptable hospitalization insurance, a deposit will not be required. Co-pays and deductibles will be collected on the day of admission for elective admissions. Please visit our website to view our standard charges and Average Inpatient Price Report.

Self-Pay Patients

Patients who do not have insurance coverage will be billed directly by Saint Michael's Medical Center. Financial counselors are available to discuss payment options and required down payments for elective outpatient procedures. You can apply for charity care if you meet certain reduced-income criteria. The Charity Care department is open from 8 a.m. to 4 p.m. To make arrangements for a financial screening, call 973-877-3765 or 973-877-5594.

Financial Counselor

If you have any questions or concerns about your hospital bill, please call 1-800-880-2056 to speak to a member of the financial counseling staff.

Planning for your discharge

Expected discharge time is between 9 a.m. and 11 a.m.

It is very important that you arrange for transportation in advance so that on the day of your discharge, you can leave the hospital as soon as your physician releases you and your paperwork is complete.

Before you leave the hospital, we encourage you to please ask as many questions as you like. We are here to help ensure your discharge and transition to home is fully explained.

Understand Your Discharge Instructions

When it is time to leave the hospital, it is important that you understand your discharge plan to ensure your continued safety and comfort. Ask your doctor to explain the plan for your post-discharge treatment. You should receive your instructions in writing from your nurse; if you do not receive them, ask for them. Be sure that these instructions include information regarding what medications you should take and when you may resume normal activities. It is also important to make sure you know whether there are any diet restrictions you should follow. Ask whether you will need a follow up visit with your hospital physician or your primary-care physician, and ask when you should schedule an appointment.

Ask About Your Discharge Medications

When you are prescribed medication(s), be sure ~~that~~ you know the proper dosage and how and when to take the medication. For example, some medications should not be taken with food; others must be taken with food. Also ask about the schedule for taking your medications. If the instructions state that you should take the medications three times a day, find out whether that means every eight hours or three times during waking hours. Also ask about possible side effects the medication may have.

- Review your medication list with the nursing staff (medication name, dose, when to take, how to take, any possible reaction adverse effects, drug/food interactions)
- Ask your nurse or doctor if your medications have changed.
- Ask for a complete list of medications you will take.



Become Familiar with Your Equipment

If you have to use medical equipment at home, make sure you receive proper instruction from your caregivers. Before you leave the hospital, we will teach you how to care for yourself and tell you about people and agencies in your community from whom you and your family can receive assistance.

Keep Yourself Safe at Home

Upon returning home from the hospital, remember there are several things you can do to keep yourself safe. Remove all hazards that could cause you to fall at home. Remove slippery rugs, and make sure hallways and stairwells are well lit. If necessary, install hand railings near the shower or toilet, and make sure to use a nonskid shower mat.

If you are using oxygen at home, keep it away from flames, sparks, and heat sources. Oxygen is a fuel for fire – never smoke around sources of oxygen. Keep oxygen tubing straight and clear from obstructions so the proper amount of oxygen is administered.

Check the medications in your home to make sure none are outdated. If you discover that you are taking a medication that was not disclosed to your healthcare provider, call your doctor to make sure all your medications can be taken in combination. If you have any questions about your condition or discharge instructions, contact your doctor.



Top 10 Reasons to Follow Up With Your Doctor Within 7 Days After You Leave the Hospital



It is very important to follow up with your doctor the week after you leave the hospital. Why? Below are the top ten reasons why following up with your doctor is so important to your health.

Visiting your doctor the week after leaving the hospital is important because:

1. It decreases your chances of having to go back to the hospital within 30 days.
2. It gives the doctor a chance to see how you are recovering.
3. Your doctor can spot symptoms that might be a red flag.
4. The doctor can review your medications, make changes, and answer questions.
5. The doctor can review and ensure your ability to take care of yourself.
6. You can talk about any special or extra healthcare needs you have at home.
7. You and your doctor can review your immediate and longterm health goals.
8. You can discuss the possible benefits of getting a Health Coach.
9. You can create a health emergency plan with contact phone numbers.
10. It is an opportunity to review your complete Personal Health Record.

Call your doctor's office as soon as you get home and make an appointment for a follow up visit. Make sure to tell the office secretary that you have just left the hospital and would like an appointment within a week of your hospital discharge date.

Continuing Care After Discharge

The discharge planning process is an important part of your treatment as a patient at Saint Michael's Medical Center. Physicians, nurses, case managers, and social workers will work with you during your stay to find ways to make your transition from the hospital to your home as smooth and as easy as possible. A variety of continuing care and support group options are available once you leave the hospital. Case managers and social workers will coordinate services with nursing homes, physical rehabilitation facilities, home care agencies, and other providers. Our staff will notify you of available resources as part of the discharge process.

Support Groups

A variety of support groups are available to assist patient and their families. If you smoke, quitting is the best investment you can make in your health. Smoking can cause cancer, heart disease, and emphysema, and it can also pose health threats to others around you. Ask your physician for help in learning how to quit smoking.



Saint Michael's Medical Center is proud to partner with the American Cancer Society in their *Look Good, Feel Better* group workshops, which teach beauty techniques to female cancer patients to help combat appearance-related side effects of cancer treatment.

Referrals

For physician referrals, contact our medical staff office at (973) 877-5320.



Your Opinion Matters!

The information you provide in your Patient Satisfaction Survey is very important to all of us at Saint Michael's Medical Center. It becomes part of the Hospital Consumer Assessment of Healthcare Providers Survey (HCAHPS). HCAHPS survey information is collected from all hospitals in the US. This allows consumers to compare the quality of care provided between hospitals.

Patient Satisfaction Survey

Saint Michael's Medical Center strives to improve the services it offers you and your family. We count on your feedback through the completion of patient satisfaction surveys and comment cards. This feedback is shared regularly with the management and staff. The hospital uses these results in an effort to improve our services continually and to recognize staff who provide excellent service.



Patients are randomly selected to receive a call anywhere from 2 days and up to 49 days after getting discharged. If you are selected to participate in the survey, we encourage you to share your experience. We want to hear if we did a good job or learn where there are opportunities to make our patients' experiences better.

Information that Could Save Your Life

The following information should be kept with you at all times to help you and your family members remember all of the medications you are taking. Giving your doctor, hospital, or other health-care providers a complete list of medicines will help them take better care of you. Always keep this information with you. Fold it and keep it in your wallet, so it will be handy in case of an emergency.

- **Emergency contact:** Write the name and phone number of the person you want to be called in case of emergency. It is important to identify this person in case you are too ill to provide emergency medical workers with information.
- **Doctors and pharmacy information:** Write the name and phone number of each of your doctors and each pharmacy where you get your prescriptions filled. This information will make it easier for your doctor or other health-care workers to determine whom to call with questions about your medicines if you cannot answer questions.
- **Last adult immunizations:** Write the month and year of your most recent vaccinations (for example, flu or tetanus shot). • **Allergies:** List all the allergies you have, including allergies to medicines and food.
- **Medications:** Write down information about all the medicines you take:
 - Start date (the date you began taking each medicine - if you do not know, list as much information as you remember)
 - Drug name and amount (copy from the label on the medicine bottle or other container)
 - Dose (how much of the medicine you take each time; e.g., “two pills,” “three drops,” “two puffs”)
 - When you take the medication (how many times a day, what time of day, and whether it is taken before or after a meal)
 - Reason for taking medicine (e.g., “for heart condition,” “for asthma”)

Take this information with you to all doctor and hospital visits and when you go for any medical tests. Remember to note any changes made, such as the addition of a new medication or the changing of a dose.

List any other information you think a doctor may need to know in order to take care of you, including any conditions you have (such as diabetes or high blood pressure) or whether you have a pacemaker or have had a knee or hip replaced.

Did You Know?

The flu vaccine can reduce/ prevent flu-related hospitalizations. Vaccination is especially important for people at high risk of developing flu-related complications, such as:

Children younger than five

Adults older than 65

Pregnant women

People with weakened immune systems

People who work in heavily populated places with close physical contact (e.g., hospitals, schools, nursing homes, childcare facilities, etc.)

For more information, ask your healthcare provider about the flu vaccine.

Influenza (Flu) Vaccine: What you need to know

1. Why get vaccinated?

Influenza vaccine can prevent influenza (flu).

Flu is a contagious disease that spreads around the United States every year, usually between October and May. Anyone can get the flu, but it is more dangerous for some people. Infants and young children, people 65 years of age and older, pregnant women, and people with certain health conditions or a weakened immune system are at greatest risk of flu complications.

Pneumonia, bronchitis, sinus infections and ear infections are examples of flu-related complications. If you have a medical condition, such as heart disease, cancer or diabetes, flu can make it worse.

Flu can cause fever and chills, sore throat, muscle aches, fatigue, cough, headache, and runny or stuffy nose. Some people may have vomiting and diarrhea, though this is more common in children than adults.

Each year thousands of people in the United States die from flu, and many more are hospitalized. Flu vaccine prevents millions of illnesses and flu-related visits to the doctor each year.

2. Influenza vaccine.

CDC recommends everyone 6 months of age and older get vaccinated every flu season. Children 6 months through 8 years of age may need 2 doses during a single flu season. Everyone else needs only 1 dose each flu season.

It takes about 2 weeks for protection to develop after vaccination.

There are many flu viruses, and they are always changing. Each year a new flu vaccine is made to protect against three or four viruses that are likely to cause disease in the upcoming flu season. Even when the vaccine doesn't exactly match these viruses, it may still provide some protection.

Influenza vaccine does not cause flu.

Influenza vaccine may be given at the same time as other vaccines.

3. Talk with your health care provider.

Tell your vaccine provider if the person getting the vaccine:

- Has had an allergic reaction after a previous dose of influenza vaccine, or has any severe, lifethreatening allergies.
- Has ever had Guillain-Barré Syndrome (also called GBS).
 - In some cases, your health care provider may decide to postpone influenza vaccination to a future visit.
 - People with minor illnesses, such as a cold, may be vaccinated. People who are moderately or severely ill should usually wait until they recover before getting influenza vaccine.

4. Risks of a vaccine reaction.

- Soreness, redness, and swelling where shot is given, fever, muscle aches, and headache can happen after influenza vaccine.
- There may be a very small increased risk of Guillain-Barré Syndrome (GBS) after inactivated influenza vaccine (the flu shot).
 - Young children who get the flu shot along with pneumococcal vaccine (PCV13), and/or DTaP vaccine at the same time might be slightly more likely to have a seizure caused by fever. Tell your health care provider if a child who is getting flu vaccine has ever had a seizure.

People sometimes faint after medical procedures, including vaccination. Tell your provider if you feel dizzy or have vision changes or ringing in the ears. As with any medicine, there is a very remote chance of a vaccine causing a severe allergic reaction, other serious injury, or death.

5. What if there is a serious problem?

An allergic reaction could occur after the vaccinated person leaves the clinic. If you see signs of a severe allergic reaction (hives, swelling of the face and throat, difficulty breathing, a fast heartbeat, dizziness, or weakness), call 911 and get the person to the nearest hospital.

Adverse reactions should be reported to the Vaccine Adverse Event Reporting System (VAERS). Your health care provider will usually file this report, or you can do it yourself. Visit the VAERS website at www.vaers.hhs.gov or call 1-800-822-7967. VAERS is only for reporting reactions, and VAERS staff do not give medical advice.

6. The National Vaccine Injury Compensation Program.

The National Vaccine Injury Compensation Program (VICP) is a federal program that was created to compensate people who may have been injured by certain vaccines. Visit the VICP website at www.hrsa.gov/vaccinecompensation or call 1-800-338-2382 to learn about the program and about filing a claim. There is a time limit to file a claim for compensation.

7. How can I learn more?

Ask your healthcare provider.

Call your local or state health department.

Contact the Centers for Disease Control and Prevention (CDC):

- Call 1-800-232-4636 (1-800-CDC-INFO) or
- Visit CDC's www.cdc.gov/flu

10/2022

Directory

Behavioral Health

(973) 877-4357 (IOP)
(973) 465-2681 (Inpatient BH)

Saint Michael's Medical Center offers a range of voluntary and involuntary inpatient behavioral health services, as well as a grant-funded intensive outpatient day program.

Blood Research Institute

(973) 877-5340

Dedicated to research and the treatment of blood-related disorders and cancers, the Blood Research Institute is a multi-disciplinary unit of the hematology/oncology departments. It includes the Nadeene Brunini Comprehensive Hemophilia Care Center, which provides comprehensive hemophilia care.

Women's Imaging Center

(973) 877-5189
smmcnj.com/womenshealth-services/womensimaging-center

Too often, women put the health care needs of their loved ones in front of their own, leaving themselves vulnerable to preventable diseases. This is one of the reasons Saint Michael's Medical Center is committed to providing accessible healthcare to women to ensure they receive comprehensive services from a supportive and compassionate team of health care experts.

Cancer Center

(973) 877-5620
smmcnj.com/our-services/cancer-center

The Cancer Center at Saint Michael's Medical Center delivers a comprehensive continuum of cancer care that integrates clinical expertise, compassionate care, and leading-edge technology and techniques. A dedicated team of physicians, nurses, and technical and support staff works together to provide patients with advanced medical, surgical, and radiation oncology services.

The team at The Cancer Center treats a wide range of cancer types. From the most common to the more complicated forms of cancer, we create an individualized treatment plan to produce the best outcome possible for each patient.

Emergency Department

(973) 877-5500
smmcnj.com/emergencymedicine

Saint Michael's Emergency Department has the shortest wait times of any hospital in the Greater Newark region. Your time to see our highly qualified medical staff will be measured in minutes not hours.

Saint Michael's has the most modern, up-to-date Emergency Department in the region. Our 27,000 square-foot facility has 39 private treatment bays as well as two resuscitation rooms equipped with state-of-the-art equipment. Last year, the Emergency Department had more than 42,000 visits.

Heart and Vascular Institute

(973) 877-5300

The mission of The Heart and Vascular Institute at Saint Michael's is to provide comprehensive, innovative and high quality cardiovascular surgical services to all patients – from pre-operative evaluation to advanced surgical interventions to post-op rehabilitation and lifestyle changes that can minimize future cardiac issues. When your cardiovascular issues demand the services of skilled physicians using state-of-the-art technology, trust the regional health care leaders at The Heart and Vascular Institute at Saint Michael's Medical Center.

Medical Imaging

(973) 877-5290 (information)
(973) 465-2792 (scheduling)
(973) 877-5191 (test results)

Saint Michael's Medical Center offers patients access to the most up-to-date radiology systems and devices available today, operated by the leading team of radiological professionals in the state. These advantages allow the hospital to provide high-quality diagnostic and treatment services with, in most cases, 24-hour turnaround for test results. You can count on the outstanding medical professionals at Saint Michael's Medical Center to provide you with the highest-quality medical imaging services available in the region.

Orthopedics

(973) 877-2942

At Saint Michael's Medical Center, board-certified surgeons perform state-of-the-art procedures to help patients who suffer from joint pain caused by arthritis, osteoarthritis, injuries, or general wear and tear. They also treat injuries such as bone fractures, ligament tears, or conditions such as Carpal Tunnel.

Pathology

(973) 877-5200
(973) 877-5010 (lab results)

The prevention, detection and treatment of a variety of health conditions depend on accurate and reliable testing. As an integral part of the health care team at Saint Michael's Medical Center, our comprehensive pathology and clinical laboratory service provide the most current standard of practice diagnostic methodology critical to the care and wellbeing of our patients.

Primary Care

(973) 877-5188
smmcnj.com/our-services/primary-specialty-care-center

The Center for Primary and Specialty Care at Saint Michael's Medical Center provides essential medical care to adults in the greater Newark area. Prevention is an important part of managing your overall health and wellness, and having a primary care doctor can help.

Whether you want to see one of our physicians because you are feeling sick, or want to come in for a wellness visit, we can help. Adults without a primary doctor are welcome at our The Center for Primary and Specialty Care, where we can provide medical services such as:

- Annual check-ups
- Preventative screenings
- Medical treatments for common illnesses
- Immunizations, including the flu shot

Directory

Sleep Disorders

(973) 877-5327

The Sleep Disorders Center at Saint Michael's Medical Center is a state-of-the-art, four-bedroom sleep lab offering evaluation, testing, and treatment for disorders of sleeping and waking. The Center features private rooms with free continental breakfast, television, and Internet access in a comfortable, home-like setting.

Specialty Care

(973) 877-5080

In addition to our primary care physicians, Saint Michael's provides a full spectrum of subspecialties. When you require additional health services, our team at The Center for Primary and Specialty Care can help coordinate your care among the other departments within the hospital to ensure you receive the highest level of care. Patients are seen in the Primary and Specialty Care Center. Services include:

- **Asthma:** We offer asthma management services to all adults. We treat chronic sinus infections, hay fever, asthma or food allergies or any other allergic condition.
- **Cardiology:** We offer a full range of cardiac services, including EKGs, stress tests, TEES, and echocardiograms. We also schedule for cardiac catheterizations if needed.
- **Endocrinology:** Conditions include diabetes, thyroid diseases, and pituitary disorders.

- **Gastroenterology:** Our gastroenterologists specialize in diseases that involve the gastrointestinal tract. We evaluate and manage patients with GI problems such as GERD, peptic ulcer disease, IBS, diverticulitis, and colonoscopy for cancer screening.
- **Podiatry/Wound Care:** Our podiatrists specialize in the diagnosis and treatment of conditions of the foot and ankle, ranging from common concerns such as athlete's foot or bunions, to more complex issues such as bone and joint disorders and foot care for diabetics.
- **Surgery:** Saint Michael's Medical Center Surgeon specializes in many surgical procedures, including hernias, gallbladder procedures, Port-a-Caths, and much more.
- **Neurology:** Our neurologists diagnose and treat conditions that involve the brain, spine, nerves and muscles.
- **Nephrology:** Our nephrologists specialize in kidney disease and offer evaluation and treatment of nephritic syndrome, hypertension, and kidney failure.

The inpatient dialysis (973) 877-5080 unit treats patients with acute and end-stage renal disease with hemodialysis or peritoneal dialysis.
- **Pulmonary:** Our pulmonologists specialize in the treatment of chest and lung diseases.

We can help set up appointments, obtain the proper referrals and paperwork, and answer your questions as you continue your medical treatment.

Surgery

(973) 877-2942

Saint Michael's Medical Center offers a comprehensive range of surgical capabilities using state-of-the-art equipment operated by the most experienced and highly respected surgeons in the region. The hospital has made significant investments in leading-edge technology and infrastructure designed to maintain and build on its clinical excellence leadership, especially in the area of minimally invasive surgical techniques.

Women's Center

(973) 877-2573

(973) 465-2972 (exams)

At Saint Michael's, we believe in treating the whole woman—body, mind, and soul—offering diagnostic, treatment, wellness, education, and quality-of-life improvement services for the family. We offer personalized attention and a continuum of care to ensure that we are helping you each step of the way in all your health care needs. Our Women's Health Center is open from 8 a.m. to 4 p.m., Monday through Friday and one Saturday a month.

Medical Staff Office

(973) 877-2573

Our Medical Staff Office will facilitate communication between practitioners and prospective patients.



Saint Michael's Medical Center

Interpreter Services

The following services are available to all patients and families requiring communication assistance:

LANGUAGE INTERPRETATION

- See an Admitting/Registration Associate for available languages.
- 24-hour interpreter services as well as live video interpreters located in patient care areas.
- Live interpreters can be arranged upon request.

HEARING IMPAIRED SERVICES

- Telecommunication Device for the Deaf (TDD) Portable PC
- Closed Captioned television.
- Telecommunications Relay Service (TRS) 7-1-1.

Refer questions or concerns to:

Patient Experience: (973) 877-5295

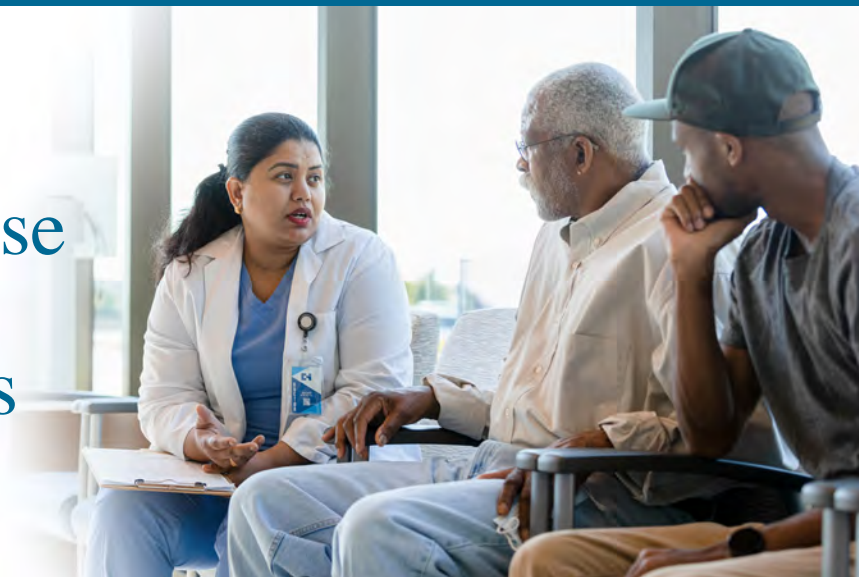
ADDRESS COMPLAINTS TO:

U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Avenue
SW Room 509F, HHH Building
Washington, D.C. 20201

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
1-800-368-1019, 800-537-7697 (TDD)
NJ Division on Civil Rights
Northern Regional Office
31 Clinton Street
Newark, NJ 07102
(973)648-2700
Fax: (973)648-4405
<http://www.njcivilrights.gov>

Outpatient Substance Abuse Treatment at Saint Michael's

Addiction is an epidemic impacting all walks of life: urban and suburban, wealthy and poor.



Saint Michael's, LLC has an ambulatory treatment facility for adults seeking help with addictions, co-occurring illnesses, and the development of emotional intelligence toward building a healthy and sustainable recovery. As a well-established community provider of addiction treatment in Essex and surrounding counties, we have seen people of all ages, gender, backgrounds, cultures, and ethnicities trying to seek relief from life stressors by using substances or alcohol beverages. Sometimes the use is manageable without incident. For others, it can turn into a difficult path. Problems begin to happen more frequently, such as conflicts in family (addiction is a family disease) and relationships, DUIs, incarceration, domestic violence, job loss, physical health or other life stressors can begin to pile on until it feels so overwhelming that one may not know what to do. We know what to do.

Saint Michael's, LLC-Outpatient Substance Abuse Treatment Facility (OSAT) is available to help you, your family, and other loved ones understand how the disease of addiction works and how it can be arrested. The OSAT program is an outpatient facility with services provided 5 days a week. Services are provided in person by licensed clinicians, certified counselors, certified peer recovery specialists and co-occurring specialists for additional services. There are also options for virtual access for applicants that have a need and meet eligibility requirements. We have an Advanced Practical Nurse conducting psychiatric evaluations, medication education and prescribing for Substance Opioid Use Disorder (SOUD). The OSAT participates in the "no wrong door practice" and referrals are a part of the charitable care practice.

In addition to the OSAT daily treatment content of talk therapy, individual counseling, group therapy, bibliotherapy, psychoeducation, didactic sessions, informational lectures, couples and family counseling, the clinical team also provides monthly community outreach as a part of our licensing contract with the state of New Jersey. We could come to your venue and speak to your group about the family disease of addiction. Breakfast and lunch are provided during the 3-4 hours a day you may need to be in the program.

Funding is never an obstacle to treatment with the OSAT, as we are covered with all of the standard treatment fees for service networks and we also have grant funding for women with certain needs. Some insurances are accepted, including Medicaid. A sliding fee scale can be accessed to assure admission to the program is not hindered by financial income.

Finally, if you or someone you know is living with the disease of addiction, have them give us a call at (973) 877-4357 or walk through the Outpatient entrance of Saint Michael's Medical Center. We are located on the 8th floor of building C.

Infectious Disease Treatment at Saint Michael's



The Peter Ho Memorial Clinic is the first and largest HIV/AIDS treatment clinic in New Jersey.

We provide testing, counseling, treatment, and preventive healthcare for HIV and other STDs/STIs. The Peter Ho Memorial Center also provides comprehensive medical services, case management, mental health services, nutrition counseling, on-site pharmacy, laboratory services, off-site dental care, gynecological care, and substance-abuse counseling for people who are infected or affected by HIV or other STDs/STIs.

Clinic Hours

Monday and Friday: 6 a.m. to 4 p.m.

Tuesday, Wednesday, Thursday: 7 a.m. to 4 p.m.

STD/STI Screening and Treatment

- Rapid on-site HIV & HCV testing
- PrEP services (Male & Female)
- Main site: Mondays thru Fridays 8 a.m. - 4 p.m. (walk-ins welcome)
- Late nights: Tuesdays (10 a.m. to 6 p.m.) - (by appt only after 4 pm; last appt 5:30 p.m.)
- Emergency Room: Monday - Friday and rotating Saturdays 9 a.m.-5 p.m.
- ER admits only, NO walk-ins.

Call (973) 877-5525 to verify business hours and staff availability before walking into the testing site.

Linkage to Care:

- Links newly HIV-diagnosed or known positives to Medical and Case Management Services
- Connects patients who are lost to care back to Medical and Case Management treatment
- Provides harm reduction education
- Provides referral for PrEP treatment for high-risk HIV-negative individuals
- Provides motivational counseling and free partner services

Statement of Patient Rights & Responsibilities

We recognize you have certain rights and responsibilities as a patient, as described in the regulation N.J.A.C. 8:43G-4.1 and Centers for Medicare & Medicaid Services (CMS) regulations codified under 42 CFR 482.13., 2012.

Every New Jersey hospital patient shall have the following rights, none of which shall be abridged by the hospital or any of its staff. The hospital administrator shall be responsible for developing and implementing policies to protect patients' rights and to respond to questions and grievances pertaining to patient rights. These rights shall include at least the following:

- To receive care and health services that the hospital is required to provide under N.J.S.A. 26:1-1 et seq. and rules adopted by the Department of Health and Senior Services to implement this law.
- To treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay, or source of payment.
- To retain and exercise to the fullest extent possible all the constitutional, civil, and legal rights to which the patient is entitled by law.
- To be informed of the names and the functions of all physicians and other health-care professionals who are providing direct care to the patient. These people shall identify themselves by introduction or by wearing a name tag.
- To receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's health-care personnel.
- To receive from the patient's physician(s) or clinical practitioner(s) – in terms that the patient understands – an explanation of his or her complete medical condition, recommended treatment, risk(s) of the treatment, expected results, and reasonable medical alternatives. If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to his or her next of kin or guardian and documented in the patient's medical record.
- To give informed, written consent prior to the start of specified, nonemergency procedures or treatments only after a physician or clinical practitioner has explained – in terms that the patient understands – specific details about the recommended procedure or treatment, the risks involved, the possible duration of incapacitation, and any reasonable medical alternatives for care and treatment. The procedures requiring informed, written consent shall be specified in the hospital's policies and procedures. If the patient is incapable of giving consent, consent shall be sought

from the patient's next of kin or guardian, or through an advance directive, to the extent authorized by law. If the patient does not give written consent, a physician or clinical practitioner shall enter an explanation in the patient's medical record.

- To refuse medication to the extent permitted by law and to be informed of the medical consequences of that fact.
- To be included in experimental research only when he or she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with law and regulation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.
- To be informed if the hospital has authorized other health-care and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions and may refuse to allow their participation in the patient's treatment.
- To be informed of the hospital's policies and procedures regarding life-saving methods and the use or withdrawal of life-support mechanisms. Such policies and procedures shall be made available promptly in written format to the patient, to his or her family or guardian, and to the public, upon request. The patient shall have a right to present an Advance Directive when admitted to the medical center or to formulate advance directives during hospitalization and have hospital staff and practitioners who provide care in the hospital comply with these directives.
- To be informed by the attending physician and other providers of health-care services about continuing health-care requirements after the patient's discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.
- To receive sufficient time before discharge to have arrangements made for health-care needs after hospitalization.
- To be informed by the hospital about any discharge appeal process to which the patient is entitled by law.
- To be transferred to another facility only for one of the following reasons, with the reason recorded in the patient's medical record:
 - The transferring hospital is unable to provide the type or level of medical care appropriate for the patient's needs. The hospital shall make an immediate effort to notify the patient's primary care physician and the next of kin and document that the notifications were received; or

- The transfer is requested by the patient or by the patient's next of kin or guardian when the patient is mentally incapacitated or incompetent.
- To receive from a physician an explanation of the reasons for transferring the patient to another facility, information about alternatives to the transfer, verification of acceptance from the receiving facility, and assurance that the movement associated with the transfer will not subject the patient to substantial, unnecessary risk of deterioration of his or her medical condition. This explanation of the transfer shall be given in advance to the patient and/or the patient's next of kin or guardian except in a life-threatening situation where an immediate transfer is necessary.
- To be treated with courtesy, consideration, and respect for the patient's dignity and individuality.
- To freedom from mental and physical abuse.
- To be free from any form of restraint that is not medically necessary or is used as a means of coercion, discipline, convenience, or retaliation by staff.
- To have restraints used only if needed to protect the patient and/or others from injury and when less restrictive interventions have been determined to be ineffective.
- Use of restraints:

The use of restraints must be

- Selected only when other, less restrictive measures have been found to be ineffective to protect the patient or others from harm.
- In accordance with the order of a physician or other licensed independent practitioner permitted by the state and hospital to order a restraint. This order must
 - Never be written as a standing order or as-needed basis.
 - Be followed by consultation with the patient's treating physician as soon as possible if the restraint is not ordered by the patient's treating physician.
 - Be in accordance with a written modification to the patient's plan of care.
 - Be implemented in the least restrictive manner possible.
 - In accordance with safe, appropriate restraining techniques; and
 - End at the earliest possible time.
- The condition of the restrained patient must continually be assessed, monitored, and reevaluated.
- All staff who have direct patient contact must have ongoing education and training in the proper and safe use of restraints.

- The patient has the right to be free from seclusion and restraint in any form imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- The patient has the right to have seclusion or restraint only used in emergency situations if needed to ensure the patient's physical safety and less restrictive interventions have been determined to be ineffective.
- The use of restraint or seclusion for behavior management must be:
 - Selected only when less restrictive measures have been found to be ineffective to protect the patient or others from harm.
 - In accordance with the order of a physician or other licensed independent practitioner permitted by the state and hospital to order seclusion or restraint.
 - The following requirements will be superseded by existing state laws that are more restrictive:
 - Orders for the use of seclusion or restraint must never be written as a standing order or on an as-needed basis.
 - The treating physician must be consulted as soon as possible if the restraint or seclusion is not ordered by the patient's treating physician.
 - A physician or other licensed independent practitioner must see and evaluate the need for restraint or seclusion within one hour after the initiation of the intervention; and
 - Each written order for physical restraint or seclusion in behavioral health is limited to four hours for adults; two hours for children and adolescents ages nine to seventeen; or one hour for patients under nine. The original order may only be renewed in accordance with these limits for up to a total of 24 hours. After the original order expires, a physician or licensed independent practitioner must-see and assess the patient before issuing a new order.
- The use of restraints must be in accordance with a written modification to the patient's plan of care:
 - Implemented in the least restrictive manner possible;
 - In accordance with safe, appropriate restraining techniques; and
 - Ended in the earliest possible time.
- Restraint and seclusion may not be used simultaneously unless the patient is
 - Continually monitored face-to-face by an assigned staff member; or

Saint Michael's Medical Center

- Continually monitored by staff using both video and audio equipment. The monitoring equipment must be in close proximity to the patient.
- The condition of the patient who is restrained or in seclusion must be continually assessed, monitored, and re-evaluated.
- All staff who have direct patient contact must have ongoing education and training in the proper and safe techniques and alternative methods for handling behavior, symptoms, and situations that traditionally have been treated through the use of restraints or seclusion.
- The hospital must report to CMS any death that occurs while a patient is restrained or in seclusion, or when it is reasonable to assume that a patient's death is the result of restraint or seclusion.
- To confidential treatment of information about the patient. Information in the patient's records shall not be released to anyone outside the hospital without the patient's approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, a medical peer review, or the New Jersey Department of Health and Senior Services. The hospital may release data about the patient for studies containing aggregated statistics when the patient's identity is masked. Patients with concerns about privacy and confidentiality can contact the hospital's HIPAA Privacy Officer or call the Corporate Compliance Hotline, at 877-350-5827
- To make informed decisions regarding his or her care; to be informed of his or her health status; to be involved in care planning and treatment; to be able to request or refuse treatment; and to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- To receive a copy of the hospital payment rates, regardless of the source of payment. Upon request, the patient or responsible party shall be provided with an itemized bill and an explanation of the charges if there are further questions. The patient or responsible party has a right to appeal the charges. The hospital shall provide the patient or responsible party with an explanation of the procedures to follow in making such an appeal. The patient is responsible for making sure that his or her financial obligations are taken care of as quickly as possible.
- To be advised in writing of the hospital rules and regulations that apply to the conduct of patients and visitors.
 - The partner in a civil union of a patient, and/or the domestic partner shall have the same visitation privileges as if the visitor were the patient's spouse.
- Saint Michael's Medical Center shall not require a patient or the patient's civil union partner or domestic partner to produce proof of that partnership status as a condition of affording visitation privileges unless in similar situations requires married patients or their spouses to produce proof of marital status.
- Visitation privileges shall not be denied or abridged based on race, creed, color, national origin, ancestry, age, marital status, affectional or sexual orientation, familial status, disability, nationality, sex, gender identity or expression or source of lawful income.
- Visitation may be restricted in medically appropriate circumstances or based on the clinical decision of a health care professional charged with the patient's care.
- To have prompt access to the information contained in the patient's medical records, unless a physician prohibits such access as detrimental to the patient's health and explains the reason in the medical record. In that instance, the patient's next of kin or guardian shall have a right to see the record. This right continues after the patient is discharged for as long as the hospital has a copy of the record.
- To obtain a copy of the patient's medical record, at a reasonable fee, within 30 days of a written request to the hospital. If access by the patient is medically contraindicated (as documented by a physician in the patient's medical record), the medical record shall be made available to a legally authorized representative of the patient or the patient's physician.
- To have access to individual storage space in the patient's room for the patient's private use. If the patient is unable to assume responsibility for his or her personal items, there shall be a system in place to safeguard the patient's personal property until the patient or the next of kin is able to assume responsibility for these items. The patient shall be responsible for being respectful of the property of other people and the medical center.
- To have the right to physical privacy during medical treatment and personal hygiene functions, such as bathing and toileting, unless the patient needs assistance for his or her own safety. The patient's privacy shall also be respected during other health care procedures and when hospital personnel are discussing the patient. (This does not mean a patient is entitled to a private room).
- To receive care in a safe setting. Respect, dignity, and comfort are components of an emotionally safe environment.
- To expect and receive appropriate assessment, management, and treatment of pain as an integral component of that person's care (in accordance with N.J.A.C. 8:43E-6) to promote the highest level of comfort possible and to prevent unnecessary discomfort and suffering.
- To be assisted in obtaining public assistance and the private health care benefits to which the patient may be entitled. This includes being advised that they are indigent or lack the ability to pay, that they may be eligible for coverage, and that information and assistance is available to help them qualify and file for benefits and reimbursement.
- To be given a summary of these patient rights, as approved by the New Jersey State Department of Health and Senior Services, and any additional policies and procedures established by the hospital involving patient rights and responsibilities. This summary shall also include the name and phone number of the hospital staff member to whom the patient can complain about possible patient rights violations. This summary shall be provided in the patient's native language if 10 percent or more of the population in the hospital's service area speak that language. Also, a summary of these patient rights, as approved by the Department, shall be posted conspicuously in the patient's room and public places throughout the hospital. Complete copies shall be available at nurse stations and other patient care registration areas in the hospital for review by patients and their families and guardians.
- To present his or her grievances to the hospital staff member designated by the hospital to respond to questions or grievances about patient rights and to receive an answer to those grievances within a reasonable period. The hospital is required to provide each patient or guardian with the names, addresses, and telephone numbers of the government agencies to which the patient can complain and ask questions, including the New Jersey Department of Health and Senior Services Complaint Hotline at (800) 792-9770. The address is the New Jersey Department of Health, Division of Health Facility Survey and Field Operations, Complaint Unit, P.O. Box 367, Trenton, N.J. 08625-0367 or access online at http://www.state.nj.us/health/healthfacilities/file_complaint.shtml. The Joint Commission also accredits the hospital. Patients, families or guardians can contact The Joint Commission by calling (800) 994-6610, by mailing Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, or online at https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx?_ga=2.18770429.516863052.1572381301-1441255964.1569862848. For a complete listing of government agencies, please contact Patient Experience at extension 5295.
- To contract directly with a New Jersey licensed registered professional nurse of the patient's choosing for private, professional nursing care during his or her hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures regarding treatment protocols and policies and procedures so long as these requirements are the same for private duty and regularly employed nurses. Upon request, the hospital shall provide the patient or designee with a list of local nonprofit professional nurses for private, professional nursing care.
- This information shall also be posted conspicuously in public places throughout the hospital.
- The hospital or Department of Health and Senior Services, as appropriate, shall respond promptly in writing to the complaint. The Department shall investigate a written complaint filed with the Department and report its findings to the hospital.
- To be informed in advance of the delivery or discontinuation of patient care whenever possible.
- You have the responsibility to give, to the best of your knowledge, accurate and complete information about present health complaints, past illnesses, hospitalization, medications, and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to your medical caregivers when you do not clearly understand your illness or care plan.
- You are responsible for following the treatment plan recommended by the medical caregiver in charge of your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and put into practice the medical caregiver's orders, and as they follow the rules and regulations of the medical center. You are responsible for keeping appointments and, when unable to do so, for notifying the responsible medical caregiver of the medical center.
- You are responsible for your actions if you refuse treatment or do not follow the medical caregiver's instructions.
- If your physician advises you that your condition has become terminal, your caregivers will become especially sensitive to your personal needs for visitation with your family and friends. You may wish to consult with Pastoral Care. All members of our staff will maintain deep concern for your welfare and offer spiritual and emotional support for you and your family.
- Contact the Patient Experience Department of the medical center if you have any comments or concerns. Dial extension 5295 during normal business hours, Monday through Friday 8:30 a.m. to 5 p.m. After 5 p.m. or on weekends and holidays, call the hospital operator by dialing "0" to speak to the Nursing Supervisor. A hospital representative is available 24 hours a day.

Nothing contained in this Statement of Patients' Rights and Responsibilities shall require Saint Michael's Medical Center or any medical personnel involved with the medical center, as well as its agents and associates, to perform any medical procedures or course of treatment that is contrary to the Ethical and Religious Directives for Saint Michael's Medical Center, except as required by law.

Your Rights as an Inpatient

As a hospital inpatient, you have the right to:

- Receive services covered by Medicare, including medically necessary hospital services and services you may need after you are discharged, if ordered by your doctor; and the right to know about these services, who will pay for them, and where you can get them.
- Be involved in any decisions about your hospital stay and know who will pay for it.
- Report any concerns you have about the quality of care you receive to Livanta LLC BFCC, the Quality Improvement Organization (QIO) of New Jersey. Their phone number is 1 (888) 396-4646 TTY: 1 (888) 985-2660

Your Medicare Discharge Rights

During your hospital stay the hospital staff will be working with you to prepare for your safe discharge and arrange for services you may need after you leave the hospital. When you no longer need inpatient hospital care, your doctor or the hospital staff will inform you of your planned discharge date. If you think you are being discharged too soon:

- You can talk to the hospital staff, your doctor, and your managed care plan (if you belong to one) about your concerns.
- You also have the right to an appeal – that is, a review of your case by a Quality Improvement Organization (QIO). The QIO is an outside reviewer hired by Medicare to look at your case to decide whether you are ready to leave the hospital.
- If you want to appeal, you must contact the QIO no later than your planned discharge date and before you leave the hospital.
- If you do this, you will not have to pay for the services you receive during the appeal (except for charges like co-pays and deductibles).
- If you do not appeal but decide to stay in the hospital past your planned discharge date, you may have to pay for any services you receive after that date. To speak with someone at the hospital about this, call (973) 877-5363.

Steps to Appeal Your Discharge

Step 1: You must contact the QIO no later than your planned discharge date and before you leave the hospital. If you do this, you will not have to pay for the services you receive during your appeal (except for charges like co-pays and deductibles).

- The QIO is Livanta LLC BFCC-QIO, 10820 Guilford Road, Suite 202, Annapolis Junction, MD, 20701, and can be reached at (866) 815-5440. TTY: (866) 868-2289.
- You can file a request for an appeal any day of the week. Once you speak to someone or leave a message, your appeal has begun.
- Ask the medical center staff if you need help contacting the QIO.
- The name of this facility is Saint Michael's Medical Center, Medicare Provider ID: 310096.

Step 2: You will receive a detailed notice from the hospital or your Medicare Advantage or other Medicare managed care plan (if you belong to one) that explains the reason you are being discharged.

Step 3: The QIO will ask for your opinion. You or your representative need to be available to speak to the QIO, if requested. You or your representative may give the QIO a written statement, but you are not required to do so.

Step 4: The QIO will review your medical records and other important information about your case.

Step 5: The QIO will notify you of its decision within one day after it received all necessary information.

- If the QIO finds that you are not ready to be discharged, Medicare will continue to cover your hospital services.
- If the QIO finds that you are ready to be discharged, Medicare will continue to cover your services until noon of the day after the QIO notifies you of its decision.

If You Miss Your Appeal Deadline

If you miss the deadline to appeal, you have other appeal rights. You can still ask the QIO or your plan (if you belong to one) for a review of your case:

- If you have Original Medicare, call the QIO listed above.
- If you belong to a Medicare Advantage Plan or other Medicare managed care plan, call your plan.

If you stay in the hospital, the hospital may charge you for any services you receive after your planned discharge date.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. If you have any questions about this notice, please contact Health Information Management.

Who Will Follow This Notice

This notice describes our hospital's practices and that of:

- Any health care professional authorized to enter information into your hospital chart
- All departments and units of the hospital
- Any member of a volunteer group we allow to help you while you are in the hospital
- All employees, staff and other hospital personnel

All these entities, sites and locations follow the terms of this notice. In addition, these entities, sites and locations may share medical information with each other for treatment, payment or health care operation purposes described in this notice.

Our Pledge Regarding Medical Information

We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We create a record of the care and services you receive at the hospital. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by the hospital, whether made by hospital personnel or your personal doctor. Your personal doctor may have different policies or notices regarding the doctor's use and disclosure of your medical information created in the doctor's office or clinic.

This notice will tell you about the ways in which we may use and disclose medical information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of medical information.

We are required by law to:

- Make sure that medical information that identifies you is kept private (with certain exceptions);
- Give you this notice of our legal duties and privacy practices with respect to medical information about you; and
- Follow the terms of our notice that is currently in effect.

How We May Use/Disclose Health Information

The following categories describe different ways that we may use and disclose medical information. For each category of uses or disclosures we will explain what we mean and try to give some examples. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

• **Disclosure at your request:** We may disclose information when requested by you. This disclosure at your request may require a written authorization by you.

• **For treatment:** We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, nurses, technicians, health care students, or other hospital personnel who are involved in taking care of you at the hospital. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process. In addition, the doctor may need to tell the dietitian if you have diabetes so that we can arrange for appropriate meals. Different departments of the hospital also may share medical information about you in order to coordinate the different things you need, such as prescriptions, lab work and x-rays. We also may disclose medical information about you to people outside the hospital who may be involved in your medical care after you leave the hospital, such as other acute facilities, skilled nursing facilities, home health agencies, and physicians or other practitioners. For example, we may give a physician access to your health information to assist in treating you.

• **For payment:** We may use and disclose medical information about you so that the treatment and services you receive at the hospital may be billed to and payment may be collected from you, an insurance company or a third party. For example, we may need to give your health plan information about your surgery you received at the hospital so your health plan will pay us or reimburse you for the surgery. We may also tell your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment. We may also provide basic information about you and your health plan, insurance company or other source of

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payment to practitioners outside the hospital who are involved in your care, to assist them in obtaining payment for services they provide to you. If you wish to pay for this hospitalization treatment out of pocket, in full, you have the right to restrict disclosures of protected health information to your health plan. Please contact a business office associate before the end of your hospitalization. Refer to the Business Office phone number.

- **Hospital Directory:** We may include certain limited information about you in the hospital directory while you are a patient at the hospital. This information may include your name, location in the hospital, your general condition (e.g., good, fair, etc.) and your religious affiliation. Unless there is a specific written request from you to the contrary, this directory information, except for your religious affiliation, may also be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if they don't ask for you by name. This information is released so your family, friends and clergy can visit you in the hospital and generally know how you are doing.
- **For Health Care Operations:** We may use and disclose Health Information about you for health care operation purposes. These uses and disclosures are necessary to make sure that all of our patients receive quality care and for our operation and management purposes. For example, we may use Health Information to review the treatment and services we provide to ensure that the care you receive is of the highest quality. We may also combine medical information about many hospital patients to decide what additional services the hospital should offer, what services are not needed, and whether certain new treatments are effective. We may also disclose information to doctors, nurses, technicians, medical students, and other hospital personnel for review and learning purposes. We may also combine the medical information we have with medical information from other hospitals to compare how we are doing and see where we can make improvements in the care and services we offer. We may remove information that identifies you from this set of medical information so others may use it to study health care and health care delivery without learning who the specific patients are.
- **Fundraising activities:** We may use medical information about you, or disclose such information to a foundation related to the hospital, to contact you in an effort to raise money for the hospital and its operations. You have the right to opt out of receiving fundraising communications. If you receive a fundraising communication, it will tell you how to opt out. We only would release contact information, such as your name, address and phone number and the dates you received treatment or services at the hospital.

- **Marketing and sale:** Most uses and disclosures of medical information for marketing purposes, and disclosures that constitute a sale of medical information, require your authorization.
- **Individuals involved in your care or payment for your care:** We may release medical information about you to a friend or family member who is involved in your medical care. We may also give information to someone who helps pay for your care. Unless there is a specific written request from you to the contrary, we may also tell your family or friends your condition and that you are in the hospital. We also may notify your family about your location or general condition or disclose such information to an entity assisting in a disaster relief effort. If you arrive at the emergency department either unconscious or otherwise unable to communicate, we are required to attempt to contact someone we believe can make health care decisions for you (e.g., a family member or agent under a health care power of attorney).
- **Research:** Under certain circumstances, we may use and disclose Health Information for research purposes. For example, a research project may involve comparing the health recovery of all patients who received one medication or treatment to those who received another, for the same condition. All research projects, however, are subject to a special approval process. This process evaluates a proposed research and its use of medical information, trying to balance the research needs with patients' need for privacy of their medical information. Before we use or disclose medical information for research, the project will go through a special approval process, but we may, however, disclose medical information about you to people preparing to conduct a research project, for example, to help them look for patients with specific medical needs, as long as the medical information they review does not leave the hospital.
- **As required by law:** We will disclose Health Information when required to do so by international, federal, state, or local law.
- **To avert a serious threat to health or safety:** We may use and disclose Health Information when necessary to prevent or lessen a serious threat to your health and safety or to the health and safety of the public or another person. Any disclosure, however, will be to someone who may be able to help prevent the threat.

Special Circumstances

- **Organ and tissue donation:** If you are an organ donor, we may release Health Information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary, to facilitate organ or tissue donation and transplantation.

- **Military and veterans:** If you are a member of the armed forces, we may release Health Information as required by military command authorities. We may also release Health Information to the appropriate foreign military authority if you are a member of a foreign military.
- **Workers' compensation:** We may release Health Information for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illnesses.
- **Public health risks:** We may disclose health information for public health activities. These activities generally include disclosures to prevent or control disease, injury or disability; report births and deaths; report child, elder and dependent adult abuse or neglect; report reactions to medications or problems with products; notify people of recalls of products they may be using; track certain products and monitor their use and effectiveness; notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition; and conduct medical surveillance of the hospital in certain limited circumstances concerning workplace illness or injury. We also may release Health Information to an appropriate government or authority if we believe a patient has been a victim of abuse, neglect or domestic violence; however, we will only release this information if you agree or when we are required or authorized by law. To notify emergency response employees regarding possible exposure to HIV/AIDS, to the extent necessary to comply with state and federal laws
- **Health oversight activities:** We may disclose Health Information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.
- **Coroners, medical examiners and funeral directors:** We may release Health Information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We also may release Health Information to funeral directors as necessary for their duties.
- **Lawsuits and disputes:** If you are involved in a lawsuit or a dispute, we may disclose Health Information in response to a court or administrative order. We also may disclose Health Information in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request (which may include written notice to you) or to obtain an order protecting the information requested.

- **Law enforcement:** We may release Health Information if asked by a law enforcement official for the following reasons: (1) in response to a court order, subpoena, warrant, summons or similar process; (2) limited information to identify or locate a suspect, fugitive, material witness, or missing person; (3) about the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement; (4) about a death we believe may be the result of criminal conduct; (5) about criminal conduct on our premises; and (6) in emergency circumstances to report a crime, the location of the crime or victims, or the identity, description, or location of the person who committed the crime.
- **National security and intelligence activities:** We may release Health Information to authorized federal officials for intelligence, counter-intelligence, and other national security activities authorized by law.
- **Protective services for the President and others:** We may disclose Health Information to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigations.
- **Security clearances:** We may use medical information about you to make decisions, regarding your medical suitability for a security clearance or service abroad. We may also release your medical suitability determination to the officials in the U.S... Department of State who need access to that information for these purposes.
- **Inmates or individuals in custody:** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release Health Information to the appropriate correctional institution or law enforcement official. This release would be made only if necessary (1) for the institution to provide you with healthcare; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.
- **Multidisciplinary personnel teams:** We may disclose health information to a multidisciplinary personnel team relevant to the prevention, identification, management or treatment of an abused child and the child's parents, or elder abuse and neglect.
- **Special categories of information:** In some circumstances, your health information may be subject to restrictions that may limit or preclude some uses or disclosures described in this notice. For example, there are special restrictions on the use or disclosure of certain categories of information - e.g., tests for HIV or treatment for mental health conditions or alcohol and drug abuse. Government health benefit programs, such as Medicaid, may also limit the disclosure of beneficiary information for purposes unrelated to the program.

Your Health Information Rights

You have the following rights regarding Health Information we maintain about you:

- **Right to inspect and copy:** You have the right to inspect and copy Health Information that may be used to make decisions about your care or payment for your care. Usually this includes medical and billing records, but may not include some mental health information. To inspect and obtain a copy of Protected Health Information (PHI) that may be used to make decisions about you, you must submit your request in writing to Health Information Management. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request. If needed and at your request, the hospital may provide an electronic copy of your electronic PHI. We may deny your request to inspect and obtain a copy in certain very limited circumstances. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by the hospital will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.
- **Right to amend:** If you feel that Health Information we have is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for us. To request an amendment, your request must be made in writing and submitted to the Health Information Management. In addition, you must provide a reason that supports your request. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:
 - Was not created by us, unless the person or entity that created the information is no longer available to make the amendment
 - Is not part of the medical information kept by or for the hospital
 - Is not part of the information which you would be permitted to inspect and copy; or
 - Is accurate and complete

Even if we deny your request for amendment, you have the right to submit a written addendum, not to exceed 250 words, with respect to any item or statement in your record you believe is incomplete or incorrect. If you clearly indicate in writing that you want the addendum to be made part of your medical record we will attach it to your records and include it whenever we make a disclosure of the item or statement you believe to be incomplete or incorrect.

- **Right to an accounting of disclosures:** You have the right to request an accounting of certain disclosures of Health Information we made. This is a list of the disclosures we made of medical information about you other than our own uses for treatment, payment and health care operations (as those functions are described above), and with other exceptions pursuant to the law. To request this list or accounting of disclosures, you must submit your request in writing to the Health Information Management. Your request must state a time period which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper or electronically). The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred. In addition, we will notify you as required by law following a breach of your unsecured protected health information.
- **Right to request restrictions:** You have the right to request a restriction or limitation on the Health Information we use or disclose for treatment, payment, or health care operations. In addition, you have the right to request a limit on the Health Information we disclose about you to someone who is involved in your care or the payment for your care, likely a family member or friend. For example, you could ask that we not share information about your surgery with your spouse. We are not required, however, to agree to your request, except to the extent that you request us to restrict disclosure to a health plan or insurer for payment or health care operations purposes if you, or someone else on your behalf (other than the health plan or insurer), has paid for the item or service out of pocket in full. Even if you request this special restriction, we can disclose the information to a health plan or insurer for purposes of treating you. If we agree, we will comply with your request unless we need to use the information in certain emergency treatment situations. To request restrictions, you must make your request in writing to the Health Information Management. In your request, you must tell us 1) what information you want to limit; 2) whether you want to limit our use, disclosure or both; and 3) to whom you want the limits to apply, for example, disclosures to your spouse.

- **Right to request confidential communications:** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we contact you only by mail or at work. To request confidential communications, you must make your request in writing to the Health Information Management. We will not ask you the reason for your request. Your request must specify how or where you wish to be contacted. We will accommodate reasonable requests.
- **Right to a paper copy of this notice:** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. You may obtain a copy of this notice on our website.

To request any of the above, you must make your request in writing to the Privacy Officer.

Changes To This Notice

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for Health Information we already have as well as any information we receive in the future. We will post a copy of the current notice at the hospital. The notice will contain the effective date on the first page, in the top right-hand corner. In addition, each time you register at or are admitted to the hospital for treatment or health care services as an inpatient or outpatient, we will offer you a copy of the current notice in effect.

The editorial content in this guide is for educational use only. It does not contain, nor should it be construed as containing, medical advice. Talk to your doctor before making any lifestyle or treatment changes. Images are for illustration purposes only; the people shown are models and are not known to have any health condition. © 2023 Saint Michael's Medical Center. All rights reserved.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with this hospital's Health Information Management. You will not be penalized for filing a complaint. All complaints must be made in writing.

You may also contact:

Office for Civil Rights
US Department of Health & Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington: DC 20201
Phone: (800) 369-1019 · Fax: (202) 619-3818 ·
TDD: (800) 537-7697 · Email: OCRPrivacy@hhs.gov

Other Uses of Medical Information

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, this will stop any further use or disclosure of your medical information for the purposes covered by your written authorization, except if we have already acted in reliance on your permission. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.

Beneficiary Notification Letter



This letter is to give you information only. No action is required on your part. Your Doctor or Hospital Has Joined Medicare's New Payment and Service Delivery Model

Beneficiary Notification Letter – BPCI Advanced

Hello,

We wanted to let you know that your health care provider, _____ has volunteered to take part in our Centers for Medicare & Medicaid Services (CMS) Bundled Payments for Care Improvement Advanced Model (BPCI Advanced). This doesn't change your Medicare rights or benefits and you don't need to do anything.

What are bundled payments?

A bundled payment combines, or bundles together, payments that Medicare makes to your health care providers for the many different kinds of medical services you might get in a specific time period. In BPCI Advanced, this time period could include a hospital inpatient stay or outpatient procedure, plus 90 days.

Why would Medicare bundle payments?

Bundled payments are thought of as a "value-based" way to pay because health care providers are responsible for both the quality and cost of medical care they give. This is a relatively new way of paying health care providers compared to the "fee-for-service" way Medicare has traditionally paid, where providers are paid separately for each service they provide. Bundled payments encourage these providers to work together to provide better, more coordinated care during your hospital stay, or outpatient procedure, and through your recovery.

What does BPCI Advanced mean for me?

You're more likely to get even better care when hospitals, doctors, and other health care providers work together. In BPCI Advanced, hospitals, doctors, and other health care providers may be rewarded for providing better, more coordinated health care. Medicare will

watch BPCI Advanced participants closely to make sure that you and other patients keep getting efficient, high quality care.

What do I need to know about BPCI Advanced?

What's most important for you to know is that your Medicare rights and benefits don't change because your health care provider is participating in BPCI Advanced. Medicare will keep covering all of your medically necessary services.

Even though Medicare will pay your doctor in a different way under BPCI Advanced, how much you have to pay won't change. Health care providers and suppliers who are enrolled in Medicare will submit their Medicare claims like they always have.

You'll have all the same Medicare rights and protections, including the right to choose which hospital, doctor, or other health care provider you see. If you don't want to get care from a health care provider who's participating in BPCI Advanced, then you'll have to choose a different health care provider who's not participating in the Model.

How can I give feedback about my health care?

Medicare might ask you to take a voluntary survey about the services and care you received from _____ during your hospital stay or outpatient procedure and for a specific period of time afterwards. You can decide whether you want to take the voluntary survey, but if you do, it'll help Medicare make BPCI Advanced and the care of other Medicare patients better.

If you have concerns or complaints about your care, you can:

- Talk to your doctor or health care provider.
- Contact your Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO). You can get your BFCC-QIO's phone number at [Medicare.gov/contacts](https://www.medicare.gov/contacts) or by calling 1-800-MEDICARE. TTY users can call 1-877-486-2048.

Where can I learn more about BPCI Advanced?

Learn more about BPCI Advanced at <https://innovation.cms.gov/initiatives/bpci-advanced/>:

- A list of all the hospitals and physician group practices in the country participating in BPCI Advanced.
- All of the inpatient and outpatient Clinical Episodes that are currently included under BPCI Advanced. A Clinical Episode is a grouping of medical conditions or diagnoses that are included in the BPCI Advanced Model.

Your Checklist for Discharge

Your care team wants to make sure you have everything in place when you are ready to be discharged from the Hospital. Your After Visit Summary will guide you when you leave the Hospital.

My Doctor's name is: _____

My Doctor's phone number is: _____

I have an updated list of all my medications:

Medication	Dosage	Frequency	When did I last take this medication?	Why am I taking this?
1.				
2.				
3.				
4.				
5.				
6.				
7.				

I have all the equipment and supplies I need to go home.

I have reviewed and understand all discharge instructions.

I know who to call to set up my follow up appointments or I have all my follow-up appointments set up.

Appointments I need to schedule (Doctor/Location/Phone Number) Date/Time

Do I have clean, comfortable clothes to wear?

Do I have keys to my home?

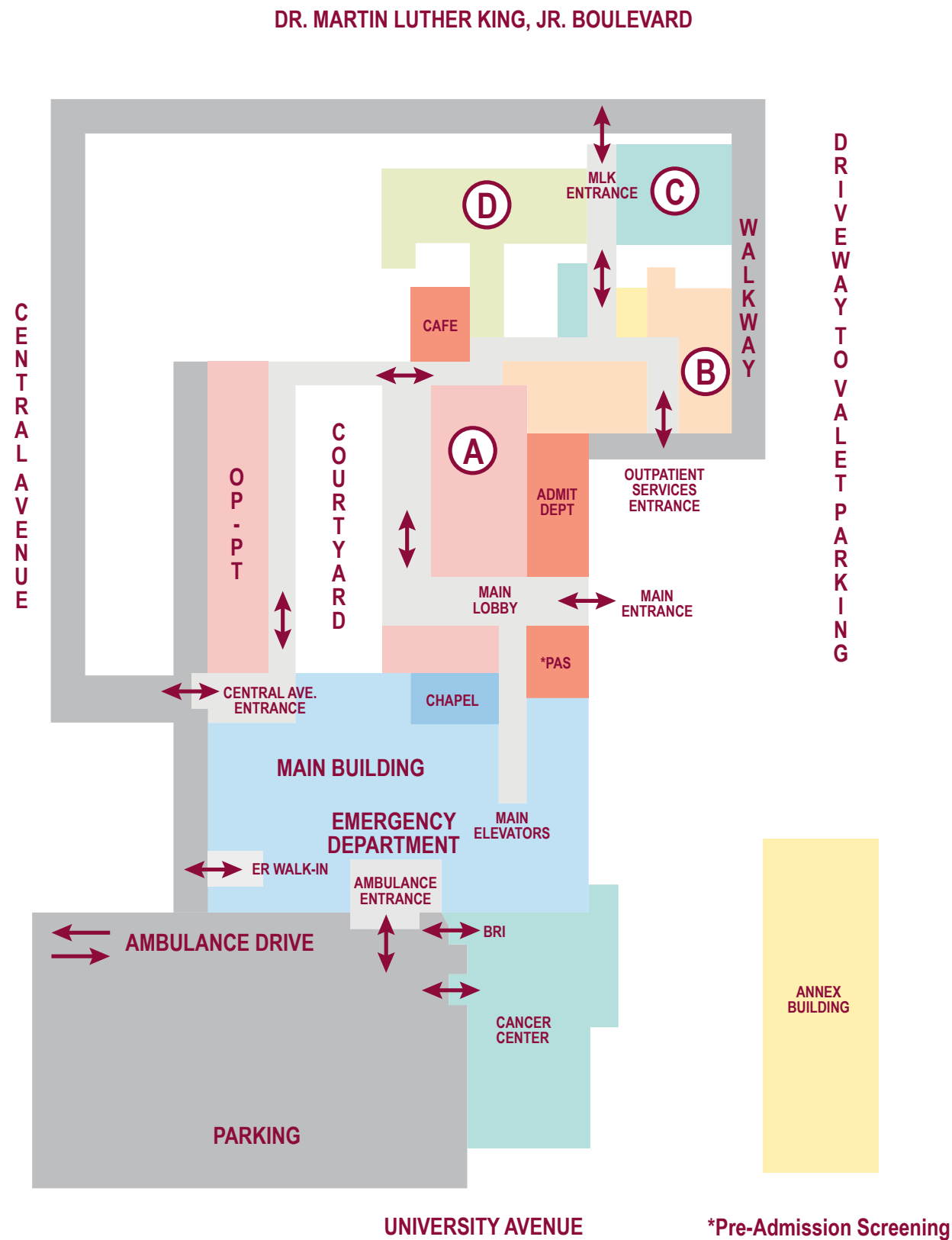
Do I need someone to help me at home?

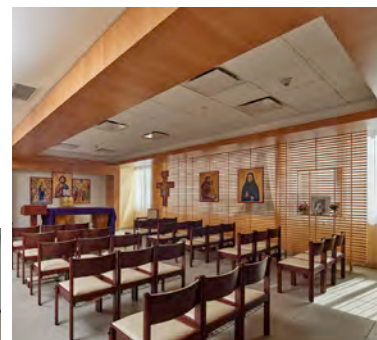





If needed, have these arrangements been made? _____

Will I need transportation home? _____

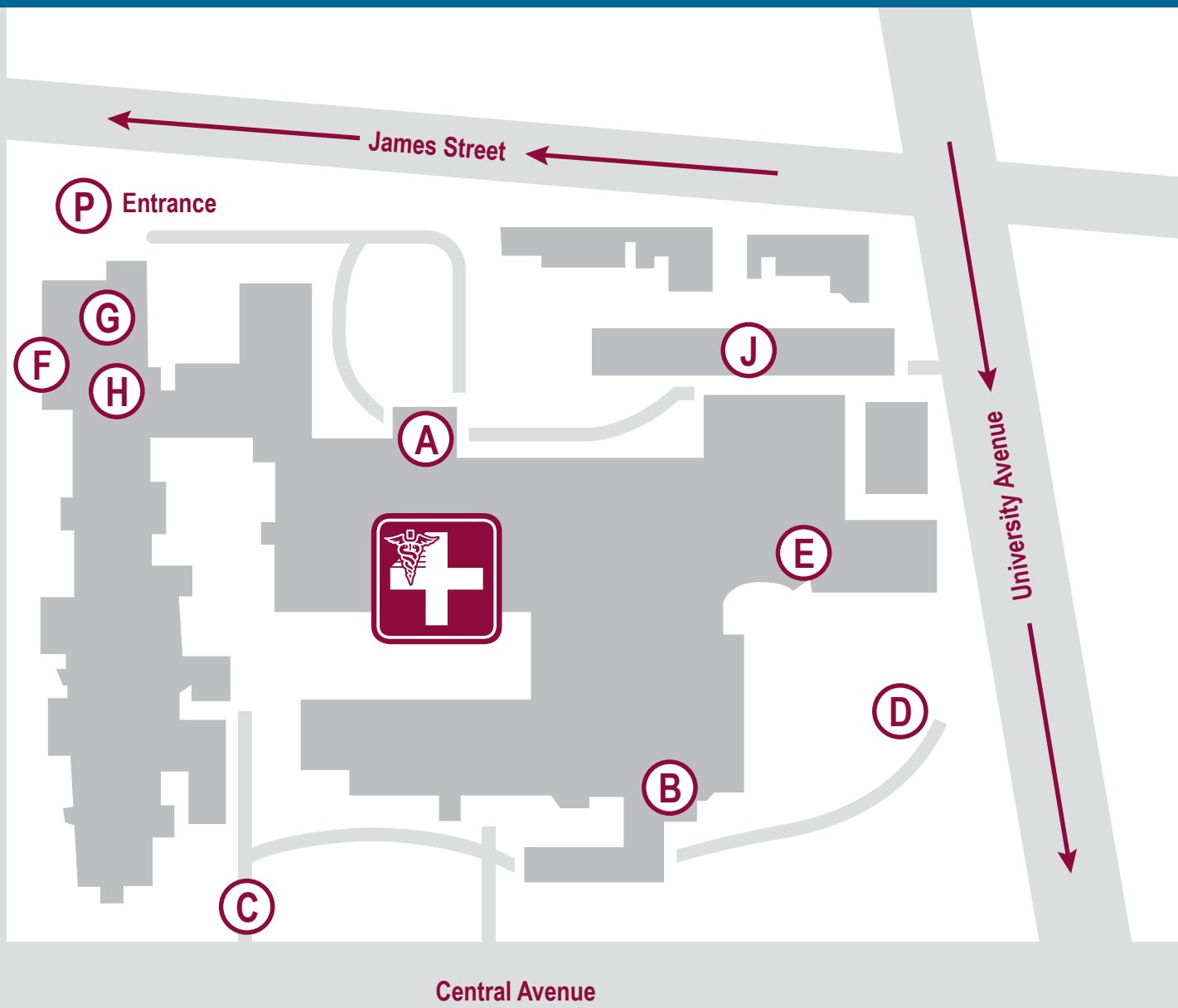
What else should I ask my healthcare team? _____

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Main	A Building	B Building	C Building	D Building	Annex	Cancer Center
1st Floor Pulmonary Sleep Center Pharmacy Central Supply Primary and Specialty Care Center EVS	2nd Floor (Main) Admissions Security Cafe	3rd Floor Medical Offices	3rd Floor Peter Ho Clinic & HIV Testing and Counseling	4th Floor Women's Imaging Center (Breast Center)	2nd Floor (Main) Receiving	2nd Floor (Main) Cancer Center - Medical Oncology and Radiation
2nd Floor (Main) Emergency Department Pre-Admission Screening Charity Care	3rd Floor A3 Pre and Post Cardiac Surgery and Surgical Services	4th Floor Medical Offices	4th Floor Medical Offices	5th Floor Quality & Performance Improvement	3rd Floor Nutritional Services	Oncology
3rd Floor Rehabilitation (PT, OT, Speech) Hemodialysis Women's Center	4th Floor A4 Pre and Post Angio	5th Floor Medical Offices Liver Center	5th Floor Infection Prevention Research	6th Floor Risk Management Finance	6th Floor Clinical Laboratories	Blood Research Institute (BRI) Medical Offices
4th Floor Operating Room PACU Same Day Surgery Anesthesiology Bronchoscopy Endoscopy	5th Floor Medical Offices In the Pink	6th Floor Biomed Information Technology Human Resources Risk Management	6th Floor Administration	7th Floor Medical Education		
5th Floor Radiology Nuclear Medicine EKG EEG/Cardiac Cath Lab	6th Floor Case Management Social Service Employee Health	7th Floor Medical Records CPR Classroom Engineering	8th Floor Outpatient Substance Abuse Treatment			
6th Floor MICU	7th Floor A7 Oncology/ Med/Surg	8th Floor Behavioral Health				

Dr. Martin Luther King, Jr. Boulevard



- (A) Valet Parking
- (B) Emergency Dept.
- (C) Emergency Dept. Car Entrance
- (D) Emergency/Cancer Center Parking
- (E) Cancer Center Entrance
- (F) Main Walk-in Entrance
- (G) Peter Ho Clinic
- (H) Gonnie Dwyer Breast Center
- (J) Annex

Important Numbers

Admissions(973) 877-5100	Human Resources(973) 877-5477
Billing(973) 983-1536	Pastoral Care(973) 877-5467
Central Scheduling(973) 465-2792	Patient Information(973) 877-2300
Case Management/Social Services(973) 877-5363	Medical Records(973) 877-5115



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