

Patient Handbook



**Christ
Hospital**



176 Palisade Avenue
Jersey City, New Jersey 07306
(201) 795-8200
www.chrighthospital.org

PATIENT RESPONSIBILITIES

ALL PATIENTS HAVE A RESPONSIBILITY TO:

1. FOLLOW HOSPITAL RULES AND REGULATIONS: All hospital rules and regulations apply to you and your visitors, as well as our hospital employees.
2. PROTECT YOUR HEALTH AND SAFETY BY NOT SMOKING: Smoking by patients, visitors and employees is NOT allowed within the hospital.
3. OBSERVE VISITING HOURS: For the comfort and convenience of all patients, visitors must observe the visiting hours set for each unit. If these times present extreme difficulty for you or your family, please speak with your Nursing Care Coordinator who will make every effort to accommodate you and your visitors.
4. UPDATE YOUR RECORDS: It is important that you notify us if you change your name, address or telephone number. Please send information to the Medical Records department.
5. PROVIDE INFORMATION: To the best of your ability, you must provide accurate and complete details about your past illnesses, hospitalizations, medications and present condition. It is your responsibility to let us know if you do not clearly understand the proposed plan of treatment and what is expected of you. You are responsible for reporting unexpected changes in your condition to the doctor or health care professional.
6. FOLLOW YOUR TREATMENT PLAN OF CARE: You are responsible for following the treatment plan developed with the doctor or health care professional. You should express any concerns about your ability to follow the treatment plan. Every effort will be made to adapt the treatment plan to your special needs. When adaptation to the treatment plan is not clinically indicated, you are responsible for understanding the consequences of treatment alternatives and of not following the proposed treatment plan.
7. IF YOU REFUSE TREATMENT: You are responsible for the outcome if you refuse treatment or do not follow the doctor or health care professional's instruction.
8. BE CONSIDERATE OF OTHERS: You are expected to be courteous to other patients, visitors and hospital staff. If you are sharing a room or bathroom with others, please take special care to keep the area neat and clean. Please keep noise and other distractions at a reasonable level. Neither you nor your visitors should damage or remove hospital property or the property of other persons.
9. ARRANGE FOR FULL AND PROMPT PAYMENT OF ALL BILLS FOR SERVICE: It is the responsibility of each patient to adhere to the rules and regulations of the managed care company or other third party payors expected to cover any portion of the costs for health care provided.

When bills for rendered services are submitted to insurers, employees, third parties or directly to patients, it is the responsibility of the patients to provide all necessary documentation and to ensure that such bills are paid in full in a timely manner. Hospital staff is available to assist patients to complete essential forms and to establish structured payment arrangements for those with limited resources.

For additional information, please call Patient Accounts at (201) 795-5810.



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Dear Patient:

Welcome to Christ Hospital. In order to help make your stay with us as pleasant and comfortable as possible, we have prepared this Patient Handbook to inform you about our hospital and its services.

As you read through the material, you will see that the handbook includes information from your admissions process through your discharge. While the handbook should answer many of your questions, written communication is never a substitute for personal interaction. At Christ Hospital, we pride ourselves on providing our patients with “personalized care,” and for that reason we have established a Patient Relations Department. To contact our Patient Representative, please dial ext. 5798 or “0”.

On behalf of the entire healthcare team here at Christ Hospital, I wish you a speedy recovery and good health.

Sincerely,

Peter A. Kelly
President & CEO

VISITING HOURS

All visitors must have a visitor's pass. These passes are issued at the information desk in the hospital lobby. Specific information concerning visitors should be obtained at the nurses' station on each unit. Because visiting hours may change, please check with the nursing staff when planning a visit, especially the visit of a child.

To protect both our patients and staff from the spread of flu, Christ Hospital has enacted a visitor restriction until further notice.

1. Sick Visitors, with fever and flu-like symptoms listed below, will not be permitted in the Hospital to visit patients: Fever; Cough; Headache; Chills; Fatigue; Diarrhea; Sore Throat; Body Aches; Vomiting; Diarrhea.
2. No visitors under age 18. Only family members or friends who are 18 or older should visit a patient in the hospital or accompany a patient to the emergency department.
3. Only two visitors at a time. This applies to visitors to all inpatient units and antepartum (ATU) and to those accompanying someone to the emergency department.
4. All visitors to the hospitals will be reminded to wash their hands or use hand sanitizer frequently and cover any coughs or sneezes.

General – Pediatrics – Maternity

9:00 a.m. – 9:00 p.m.

18 years or older

Limit 2 visitors per patient

Children under 14 are accommodated depending on the patients' condition and approval by the nurse supervisor.

Maternity: Fathers can visit 24 hours

Critical Care

Opening visiting hours except:

6:30 a.m. – 8:00 a.m. and 6:30 p.m. – 8:00 p.m. during shift reporting

Immediate Family Only (over the age of 18)

Limit 2 visitors per patient

Psychiatry

Monday through Friday: 1:00 p.m. – 2:00 p.m.

Monday, Wednesday, Friday: 7 pm – 8 pm

Tuesday: 7:45 pm – 8:30 pm

Saturday – Sunday: 2 pm – 4 pm and 7 pm – 8 pm

Visitors Must Obtain a Pass

All visitors must have a visitor's pass. These passes are issued at the information desk in the hospital lobby.

12. To be advised if the hospital proposed to engage in or perform human research or experimentation and to refuse to participate in these projects. For the purposes of this subsection, “human research” does not include the collecting of mere statistical data.
13. To examine and receive an explanation of the hospital bill, regardless of source of payment, and to receive information or be advised on the availability of sources of financial assistance to help pay for the patient’s care, as necessary.
14. To expect reasonable continuity of care.
15. To be advised of the hospital rules and regulations that apply to conduct as a patient.
16. To treatment without discrimination as to race, age, religion, sex, national origin or source of payment.
17. To have access to individual storage space in the patient room for 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 next of kin is able to assume responsibility for such items.
18. 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. The hospital, upon request, shall provide the patient or designee with a list of local non-profit professional nurses’ association registries that refer nurses for private duty.
19. To management of and relief from pain.
20. To file a written complaint against a hospital for failure to comply with the provisions of the Patient Bill of Rights or any rule or regulation pertaining to it, either with the hospital or with the New Jersey Department of Health. The hospital and or Department of Health shall respond promptly in writing to the complaint. The Department of Health shall investigate a written complaint filed with it and report its findings to the hospital and to the patient. The New Jersey Department of Health Complaint Hotline is 1-800-792-9770. In addition to contacting the New Jersey Department of Health, Medicare Beneficiaries may contact the Peer Review Organization of New Jersey (PRONJ) for quality of care/premature discharge or utilization review issues at 1-800-624-4557 or Medicare and Medicaid directly at 1-800-633-4227.

IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL OUR PATIENT REPRESENTATIVE: (201) 795-5798.

To report a complaint or concern about patient care that has not been resolved, patients may call the Joint Commission’s Toll-Free Hotline: 1-800-994-6610

PATIENT RIGHTS

EVERY PERSON ADMITTED TO A GENERAL HOSPITAL IN NEW JERSEY SHALL HAVE THESE RIGHTS:

1. To considerate and respectful care consistent with sound nursing and medical practices.
2. To be informed of the name of the physician responsible for coordinating his or her care.
3. To obtain from the physician complete, current information concerning diagnosis, treatment and prognosis in terms the patient can reasonably be expected to understand. When it is not advisable to give this information to the patient, it shall be made available to another person designated by the patient to act in his or her behalf.
4. To receive from the physician information necessary to give informed consent prior to the start of any procedure or treatment and which, except for those emergency situations not requiring an informed consent, shall include as a minimum the specific procedure or treatment, the medically significant risks involved, and possible duration of incapacitation, if any, as well as an explanation of the alternatives which are available for care or treatment; however, this does not include experimental treatments that are not yet accepted by the medical establishment.
5. To refuse treatment to the extent permitted by law and to be informed of the medical consequence of this act.
6. To privacy to the extent consistent with providing adequate medical care to the patient. This shall not preclude discussion of a patient's case or examination of a patient by appropriate health care personnel.
7. To privacy and confidentiality of all records pertaining to treatment, except as otherwise provided by law or third-party payment contract; and to access those records, including receipt of a copy thereof at reasonable cost, upon request, unless the treating physician states in writing that access by the patient is not medically advisable.
8. To accept that within its capacity, the hospital will make reasonable response to a patient's request for services, including the services of an interpreter in a language other than English if 10 percent or more of the population in the hospital's service area speaks the language.
9. To be informed by the treating physician of any continuing health care requirement which may follow discharge and to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.
10. To be informed by the hospital of the necessity of transfer to another facility prior to the transfer and of any alternatives to it which may exist, which transfer shall not be effected unless it is determined by the physician to be medically necessary.
11. To be informed, upon request, of other health care and educational institutions that the hospital has authorized to participate in his or her treatment.

ADMISSION

During the admitting process, Christ Hospital requires information from our patients in order to complete medical records and make financial arrangements. We'd like to thank you now for your cooperation during this necessary procedure. Any consent for treatment and/or surgery forms, along with consent forms for minors you may have signed, have been added to your permanent medical record. These forms are kept confidential, and become the property of Christ Hospital. If you have any questions, please call the Admitting Department at (201) 795-8260.

ADVANCE DIRECTIVES

WHAT ARE YOUR CHOICES?

It is important to know that you may refuse medical treatment or change your mind about treatment at any time. However, when severe illness strikes, individuals are often unable to express their wishes. That is why it is important to write an ADVANCE DIRECTIVE.

An ADVANCE DIRECTIVE is a document that allows you to direct who will make health care decisions for you and state your wishes for medical treatment if you become unable to decide for yourself in the future. Your Advance Directive may be used to accept or refuse any procedure or treatment, including life-sustaining treatment.

There are three kinds of ADVANCE DIRECTIVES that you can use to say what you want and whom you want the doctors to listen to.

A PROXY DIRECTIVE (also called a Durable Power of Attorney for health care) lets you name a health care representative, such as a family member or friend to make decisions on your behalf. It is important to talk with your Proxy about your values and what choices you would want him/her to make for you.

An INSTRUCTION DIRECTIVE (also called a Living Will) lets you state what kinds of medical treatment you would accept or reject in certain situations.

A COMBINED DIRECTIVE lets you do both. It lets you name a health care representative and tells that person your treatment wishes. Everyone responsible for your care must respect the wishes you stated in your Advance Directive. However, if your doctor, nurse or other professional has a sincere objection to respecting your wishes to refuse life-sustaining treatment, he or she may have your care transferred to another professional who will carry them out and state your treatment wishes.

You can change or revoke any of these documents at any time. Talk to your doctor, family members, close friends or others you trust to help. If you need help, ask your nurse or physician or call Pastoral Care and we will come to your assistance as soon as possible. For more information, please call: The Pastoral Care Department at (201) 795-8397.

BLOOD BANK

Whole blood and blood components are supplied by volunteer donors, and are available to anyone in need. Although no one is obligated to replace blood used, we do encourage your family and friends to donate blood through New Jersey Blood Service. Patients and members of their families may also donate blood prior to prescheduled surgeries through New Jersey Blood Service. For more information about this autologous and/or designated blood storage service, please call 1-800-439-6876.

CHAPEL AND CHAPLAINS

The Bishop George E. Rath Chapel is open at all times for prayer and meditation. In addition, services can be viewed on Channel 3 in patient rooms. Chaplains are available for patients by calling (201) 795-8397 or “0”.

CHECK OUT TIME

Once the doctor discharges the patient, the patient is free to leave the hospital. Patients should plan to vacate their rooms by 9:00 a.m. so the Housekeeping staff will have sufficient time to prepare the room for the next patient. The morning of your discharge, a discharge slip should be picked up from the Cashier’s Desk, which is located outside the Admitting Department, and presented to your nurse at the nursing station on your unit. Your account should be settled at the Cashier’s Desk before your departure.

DIAGNOSTIC TESTS

All tests are ordered by your physician(s), and may involve restrictions in diet, medication or physical activity. Such restrictions will be explained to you by your physician or a member of the nursing staff. **PATIENTS WILL BE BILLED SEPARATELY BY THEIR PHYSICIANS FOR THE INTERPRETATION OF THESE TESTS.**

DISCHARGE PLANNING

Christ Hospital’s Discharge Planning service assists our patients in planning their discharge from the hospital. In most cases, patients leave the hospital and return to their homes ready to resume their daily activities. In some cases, however, recuperation must be prepared in stages. If that is the case, the Discharge Planning service will make arrangements for appropriate care. When you are discharged from the hospital, the nursing staff will help you with instructions left by your physician. You will be provided with a wheelchair and be escorted to the hospital exit. For additional information about the Discharge Planning service, call (201) 795-8286.

EDUCATIONAL TELEVISION

Christ Hospital broadcasts health education and informational programs on Channel 6 each day. A schedule of the program guide is included in the pocket of this patient handbook.

TELEVISION RENTAL

Patients who wish to rent a television can call (201) 795-8612 for information. A television representative will visit you. Televisions are not available in rooms of patients in the psychiatric unit. A television is located in the social area in that unit.

TRANSLATION/COMMUNICATION ASSISTANCE

Christ Hospital offers translation services for our patients and their families who do not understand or speak the English language 24 hours a day/seven days a week through our Cyraphone program. Sign language and TTY (Text Telephone) services are also available for individuals who are deaf, hard of hearing or speech impaired. Cyraphones are available on every nursing unit, the Emergency Department, outpatient registration, admissions office, and through our patient representative. Sign language interpreters and the TTY devices are available by dialing "O" for the hospital operator.

TRANSPORTATION SERVICES

Christ Hospital offers a limited transportation service. Please call (201) 795-8261 for more information.

VALUABLES AND PERSONAL ITEMS

Christ Hospital strongly recommends that patients keep valuables (i.e. jewelry, money) at home, or deposit them in the hospital's safe until discharge. Patients who wish to keep money with them are advised to limit the amount to \$10 and personal items should be limited to those needed for daily use (i.e. robe, slippers). At the time of admission, the patient signs a waiver which releases Christ Hospital from responsibility for loss of and/or damage to any valuables or personal items (including dentures, hearing aids and eyeglasses) brought into the hospital.

VOLUNTEER SERVICES

The volunteer corps of Christ Hospital is a concerned, community-minded spirited team that offers supplemental services to those provided by the professional staff. Volunteers contribute thousands of hours annually, and add a special personal touch to each patient's stay. If you would like more information, please call the Volunteer Services Department at (201) 795-8301.

CHRIST HOSPITAL FOUNDATION

The Christ Hospital Foundation is a nonprofit organization established in 1980 to provide philanthropic support for Christ Hospital. A Board of Trustees, comprised of volunteer leaders, governs the Foundation. Contributions to the Foundation from individuals, businesses, community organizations, private foundations and patients, help the hospital expand medical facilities, purchase new equipment, and develop and support new programs and services. For more information, please call the Christ Hospital Foundation at (201) 795-8000.

RESTRAINT PHILOSOPHY

Christ Hospital is committed to:

- * Preventing, reducing, and striving to eliminate the use of restraint(s);
- * Preserving the individual's safety and dignity when restraint(s) are used;
- * The use of alternative measures as preferred interventions;
- * Raising awareness among staff about how the use of restraint(s) may be experienced by the individual;
- * Carrying out organizational responsibility to facilitate the discontinuation or restraint(s) as soon as possible;
- * Limiting the use of restraint(s) to emergencies in which there is an imminent risk of an individual physically harming him/herself or others, including staff.

RESPIRATORY CARE

The Respiratory Care Department functions 24-hours a day, seven days a week. WITH A PHYSICIAN'S ORDER, therapy is provided for patients requiring pulmonary care. For more information, please call (201) 795-8350.

ROOM ASSIGNMENT

For medical reasons, a patient may be asked to change their room. If this should happen, please be assured the change will not affect your telephone or television service. If you would like to request a private room, we will do our best to accommodate you, however, there will be an additional charge if the private room is not medically necessary.

SMOKING

Christ Hospital is a smoke-free institution as is every other hospital in the state of New Jersey. A smoke-free hospital means that smoking is not allowed anywhere, in any building, within the hospital. The smoke-free policy applies to patients, visitors, physicians and employees.

If you are a smoker, we can offer you tips to help you quit upon admission.

TELEPHONE RENTAL

Patients or members of their families who wish to rent a telephone should call (201) 795-8612. This service requires a deposit, as well as a daily fee. Public telephones are available and are located at the south end of corridors on each hospital floor. Private telephones are not available in the critical care areas (ICU and CCU) or in the psychiatric unit. Public telephones are available to psychiatric patients from 8:00 a.m. to 11:00 p.m.

PLEASE NOTE: THE USE OF CELLULAR PHONES IS NOT PERMITTED IN THE HOSPITAL.

ELECTRICAL APPLIANCES

Because of stringent electrical codes and the safety of our patients, no electrical appliances may be brought into the hospital.

FINANCIAL ARRANGEMENTS

If you have insurance and were unable to present your card and a form of personal identification to the Admitting Department at the time of admission, please have a family member do so as soon as possible. Acceptable forms of identification are: driver's license; Social Security card; or identification card with address listed. The cards should be taken to the Cashier's Desk. If you do not have insurance or are not covered in full, a cash deposit is required. Patients should be aware that they will be billed separately by their physicians as well as other departments, such as Radiology, Laboratory, etc., for medical services. If you have any questions concerning your bill, please call Patient Accounts at (201) 795-5810.

FINANCIAL ASSISTANCE

If you are in need of financial assistance, please call our Charity Care Department at (201) 795-8762. Patients who are in need of financial assistance, but who are not eligible for Charity Care and/or other public assistance programs, should inquire about other methods of payment including a discount program for self-pay patients.

FOOD SERVICE

With the physician's approval, patients may select their own meals from a menu each day. If your diet has been restricted in any way, a dietitian or dietitian's assistant is available to help with your meal selection. Please call ext. 8303 and leave a message. Please leave your menu on the night stand. The menus will be picked up each morning by a volunteer or member of the food services staff at approximately 9:30 a.m. For additional information, guest trays, comments, or further assistance, please call (201) 795-8308.

GIFT/COFFEE SHOP

Christ Hospital's Coffee Shop is located on the ground floor, near the main entrance. Visitors may purchase food, beverages, gifts, newspapers and magazines from 6:00 a.m. to 8:30 p.m. Mondays through Fridays, and from 7:00 a.m. to 8:00 p.m. on Sundays. Holiday hours, unless otherwise posted, are from 8:00 a.m. to 8:00 p.m.

HOUSEKEEPING SERVICES

The Housekeeping Department (Environmental Services) provides clean attractive rooms for our patients. If you have any problems, compliments, concerns or questions relating to the cleanliness of your room, please call (201) 795-8366.

IDENTIFICATION BRACELETS

All patients are given identification bracelets during the admissions process. Please do not remove your bracelet while in the hospital. It is an important means of identification for the hospital staff. If the printing becomes illegible (due to showers, etc.), please ask to have the bracelet replaced.

MAIL AND FLOWERS

Mail, flowers or packages addressed to patients will be delivered directly to your room. Please do not place flowers on radiators for sanitary reasons. Flowers and plants are not allowed in critical care areas (ICU and CCU). If patients are transferred to these areas, their families will be requested to take all flowers and plants home. Mail received after discharge will be forwarded to the patient's home address.

MISSION STATEMENT

Christ Hospital, a community healthcare provider, exists to promote and improve the health of the residents of Jersey City and the surrounding communities through the effective provision of quality healthcare.

VALUES

- * We put our patients first.
- * We strive for high quality.
- * We are honest and responsible in all our dealings and act with integrity.
- * We combine the resources and talents of all our people, working as a team for our patients and community.
- * We are grounded in values of our anglican heritage, and recognize and respect the pluralism and diversity of the cultures and faith traditions of the people with whom we serve, and in the communities we serve.

NURSE CALL SYSTEM

Patients can signal the nurses' station by using the nurse call system which is located on the wall. To use the system, press the button on the hand control at your bedside and someone will answer over the intercom and/or come to your room.

ORGAN AND TISSUE DONATION

The Nursing Department acts as Christ Hospital's coordinator for organ and tissue procurement. The concept of organ and tissue donation deserves thoughtful consideration by everyone for one donor can change the lives of many. For additional information, call the Nursing Department at (201) 795-8270 or the New Jersey Organ and Tissue Sharing Network at 1-800-SHARE-NJ.

PARKING

Although you may be able to find parking on the street, please note that there are signs which restrict parking on many streets in the neighborhood. To avoid a parking ticket, we recommend that patients and visitors use the Christ Hospital Parking Garage located near the main entrance of the hospital. Parking fees are posted at the entrance to the garage.

PATIENT CARE

Nursing care is provided to patients around-the-clock by registered professional nurses and licensed practical nurses. If you have any concerns, questions or comments, please call the Nursing Department at (201) 795-8270 or Patient Relations at (201) 795-5798.

PATIENT SAFETY HOTLINE

If you have a safety issue or concern that you wish to share with us, please call our Patient Safety Hotline: (201) 795-5700.

PHARMACY

While you are a patient, the Christ Hospital Pharmacy, which is staffed by registered pharmacists, will fill prescriptions by your physician.

PHYSICAL THERAPY

The Physical Therapy Department provides a full range of professional rehabilitation services to help patients, **with a physician's order**, maintain strength, regain motion, and achieve independence. Services are available from 8:00 a.m. to 4:00 p.m. Monday through Friday. For additional information, please call the Physical Therapy Department at (201) 795-8240.

QUALITY ASSURANCE/UTILIZATION REVIEW

Christ Hospital supports an on-going quality assurance program. This is a multi-disciplinary approach to patient care whereby all of the services to our patients are monitored. The purpose of our quality assurance program is to insure that all of our patients receive the optimal care while they are hospitalized. The utilization review is a peer review system which determines the medical necessity for each of our admissions; the appropriateness of the services given; the quality of the care given, and the necessity for continued hospitalization. For more information on these programs, please call (201) 795-8286.



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