



Contents

- 2 **About Us**
- 3 **Phone Directory**
- 4 **Our Commitment to Care**
- 6 **MyChart**
- 7 **Fast Facts About Your Stay**

SPECIAL FEATURE

- 12 **Take Charge of Your Care**
 - 7 Key Ways to Take Charge
 - Protect Your Health
 - 5 Ways to Fight Infections
 - “Don’t Bug Me” Campaign
 - Don’t Ignore Pain
 - Stay Safe
 - Manage Your Medicines

- 20 **Rights & Responsibilities**
- 23 **Notice of Nondiscrimination**
- 24 **Prevent Hospital Infections**
- 26 **Your Privacy Matters**
- 28 **Advance Directives**
- 29 **For the Caregiver**

SPECIAL FEATURE

- 30 **Before You Leave the Hospital**
- 31 **Understanding Your Bill**



ON THE COVER

4
Patient Satisfaction
Our Commitment to
Your Care

12
Speak Up
Ask Questions and
Voice Concerns

15
Fight Infections
5 Tips to Reduce
Your Risk

About Us

WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE



We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your visit, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.

Mountainside Medical Center is proud to continue to provide world-class healthcare in a community setting, as we have since our founding in 1891. We have successfully transitioned from a stand-alone facility to being a part of the Hackensack Meridian Health Network, the most comprehensive in the state of New Jersey. Mountainside Medical Center has been serving Montclair and the surrounding community for over a century, and today offers an array of high-quality, technologically advanced healthcare services.

Backed by world-class physicians, procedures and technologies, we are on an important mission to improve the health status of our communities. As a long-standing good neighbor, we provide corporate and community programs such as early detection screenings and health education. And with our medical and dental residency programs, we're training New Jersey's future healthcare professionals.

At Mountainside Medical Center, we deliver high-quality patient care with respect and compassion. We welcome the opportunity to be your healthcare provider.

Contact Us



1 Bay Avenue
Montclair, NJ 07042
970-429-6000

www.mountainsidehosp.com

Phone Directory

WE'RE HERE TO HELP YOU

KEY NUMBERS

Main	973-429-6000
Billing	1-866-525-5558
Gift Shop	973-429-6835
Nutrition Service	973-429-6000 or ext. 5061
Patient Information/Lobby	973-429-6600

Calling from inside the hospital? **Dial the LAST FOUR DIGITS only.**

OTHER HOSPITAL SERVICES

Audiology & Speech Pathology	973-429-6011	Patient Satisfaction Coordinator	973-429-6298
Behavioral Health Services	973-429-6813	Patient TV Services	973-259-3535
Community Health	973-429-6895	Physician Referral	888-973-4MSH (4674)
Diabetes Counseling Service	973-429-6305	Radiology	973-429-6100
Directions to Hospital	973-429-6000	Safety and Security	973-429-6666
Emergency Department	973-429-6200	Social Services	973-429-6136
Heart Failure Center	973-259-3453	Speakers' Bureau	73-429-6895
Medical Records/Health Information	973-429-6571	Support Groups	973-429-6895
Parent Education Programs	973-429-6264	Transitional Care	973-429-6949
Pastoral Care	973-429-6047		

Our Commitment to Care

PATIENT SATISFACTION MATTERS TO US



Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 28). Our Ethics Committee can help your team of support people make difficult decisions. For help, contact our designated palliative care nurse practitioner at 973-429-6936.

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

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issues are still not resolved, please contact our patient satisfaction coordinator at 973-429-6288. You also have the right to file your complaint with either:

+ **The New Jersey Department of Public Health**

Division of Health Facility Survey and Field Operations

P.O. Box 367

Trenton, NJ 08625-0367

1-800-792-9770

+ **Office of Quality and Patient Safety The Joint Commission**

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Website: www.jointcommission.org, then click "Report a Safety Event"

How Are We Doing?



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

- Respond quicker to your needs
- Explain things more clearly
- Help keep your room clean or quiet
- Ease your pain
- Help you understand your treatment plan

After Your Stay

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

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

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

Accreditations and Accolades



- American College of Radiology Accreditations in Mammography, MRI, CT, Ultrasound, Lung Cancer Screening Center, Breast Center of Excellence
- Breast Imaging Center of Excellence
- American Association of Cardiovascular and Pulmonary Rehabilitation Certification
- NJDHSS Designation as a Primary Stroke Center
- Certificate of Accreditation by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- Sleep Center Accreditation from the American Academy of Sleep Medicine
- The Joint Commission Disease-Specific Care Certification for: Wound Care, Chest Pain, Stroke, Total Joint Knee, Total Joint Hip, Heart Failure, and Sepsis
- HealthGrades Bariatric Surgery Center of Excellence
- 2017 Gold Plus Stroke Award from the American Heart/American Stroke Association Get With the Guidelines
- *U.S. News and World Report*, 5 Star Best Nursing Home
- *U.S. News and World Report* Best Hospitals Rankings 2016-2017, High Performer for Heart Failure and COPD

connect to
better health



Mountainside Medical Center MyChart connects.

Whether you're at work, on the road, or at home, you can view test results, messages from your provider, and your key medical information. You can also access your family's records and schedule your next appointment online. Sign up today – managing your health has never been easier.

Visit us online at mychart.mountainsidehosp.com.

mychart.mountainsidehosp.com



Fast Facts About Your Stay

YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS

ATM

An ATM is located on the ground floor in the main lobby.

Bedside Shift Report

We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change—around 7:00 a.m. and 7:00 p.m.—your nurse will introduce your new nurse to you. The team will talk about your progress, medicine, and tests scheduled for the day, and you can ask questions as well.



Cafeteria

Location: Ground floor

Hours:

Breakfast: 6:30 a.m. to 10:00 p.m.

Lunch: 11:30 a.m. to 2:00 p.m.
(hot items), 2:00 p.m. to 4:30 p.m.
(cold items)

Dinner: 4:30 p.m. to 7:00 p.m.

All visitors are welcome to dine in the cafeteria.

Calling Your Nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button

located on your bedside remote. If you have any questions on how to use the call button, ask a staff member to show you.

Cellphones

To protect patient privacy and minimize noise, cellphone use is only allowed in waiting rooms and common areas such as the cafeteria, lobby, and meeting rooms. Use of the camera on cellphones is prohibited.

Electrical Appliances

Patients are not allowed to bring AC-line operated devices, including hairdryers, electric shavers, or radios, into their rooms. Battery-operated appliances are allowed as long as they are not recharged in the hospital.

Fire Safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers

Flowers are delivered to patient rooms by our volunteer services. Please note that flowers are not allowed in Intensive Care Units.

Fast Facts About Your Stay continued

Hearing Impaired

A live, interactive, computerized sign language interpreter is available by notifying your nurse or staff member.

Hospital Safe for Valuables

We recommend you leave your valuables at home. If valuables cannot be sent home, the hospital provides access to a safe at no cost to you. Items kept in your room are your responsibility.

Housekeeping Services

If there is anything you need during your stay, please do not hesitate to contact us at ext. 3535 (from a hospital phone) or 973-259-3535 (from outside lines).

Interpreters

Foreign language interpretation is available. Notify a staff member if you need this service for effective communication.

Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled, and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

Parking

All outpatients can park for free by getting a token from the Richard F.

Harries Ambulatory Care Pavilion reception desk. Valet parking will be validated upon arrival at the department you're visiting.

Parking is available for visitors in the parking deck garage located just off Walnut Crescent and Highland Avenue, opposite the Emergency Department entrance.

Visitors are offered convenient hourly rates.

Pastoral Care

The Pastoral Care Department can provide for the sacramental, prayer, and spiritual needs of patients and families. Chaplains seek to offer support to patients before surgery, while dealing with crisis, when coping with changes in their lives due to hospitalization, illness, or injury, or while facing loss. Please contact your nurse or the Pastoral Care Office at ext. 6047 to request these services. The interfaith chapel is located in the main lobby.

Patient Meals

Mountainside Medical Center offers At Your Request Room Service. Simply open the At Your Request menu in your patient room, select your preferred choices, then dial ext. 3363. If your physician prescribes a special diet for you, or if you are undergoing certain tests, some items may be modified or restricted. Meal service is available between 7:00 a.m. to 6:00 p.m.



Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids, and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Mountainside Medical Center cannot be responsible for replacing personal belongings.

Pharmacy

While you are in the hospital, all of your medicines are dispensed by our hospital pharmacists. They can answer any questions you have regarding medicines.

Public Restrooms

For everyone's health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Smoking

Smoking is prohibited in all Mountainside Medical Center buildings in compliance with New Jersey state law. Smoking and/or the use of any tobacco products, including e-cigarettes

or vaporizers, is not permitted anywhere in the hospital or on hospital grounds.

Telephone

Telephone service includes unlimited calls to an expanded local area. Ask your nurse about which areas are included. You also may call collect or charge out-of-area toll calls to a credit card or third person when making outgoing calls.

Incoming calls are allowed from 7:00 a.m. to 10:00 p.m. and outgoing calls can be dialed 24 hours a day.

TV

Each patient room has a television. This is available to you at no additional charge. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker or side rail controls. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your TV. See p. 11 for the channel listing.

Visiting Hours

General: 8:00 a.m. to 8:00 p.m.

Maternity: 8:00 a.m. to 8:00 p.m.

Critical Care Units: Call 973-429-6600 for visiting hours. All visitors must check in at the nurses station before entering a patient's room. Quiet time is observed from 2:00 p.m. to 4:00 p.m.

Fast Facts About Your Stay continued

Behavioral Health Psychiatric Services: Monday, Wednesday, and Friday, 7:00 p.m. to 8:00 p.m.; Tuesday and Thursday, 6:30 p.m. to 8:00 p.m.; Saturday and Sunday, 2:00 p.m. to 4:00 p.m. and 6:30 p.m. to 8:00 p.m.

No visitors under age 18 permitted.
Additional information regarding

patients' rights are distributed directly to people receiving behavioral health services.

Transitional Care Unit: 8:00 a.m. to 8:00 p.m. All children, regardless of age, are welcome to visit.

Visitor Guidelines



Hackensack Meridian Health Mountainside Medical Center welcomes all visitors, including friends, family members, and domestic partners. Patients have the right to choose who may visit them during their inpatient stay and can withdraw their consent to visitation at any time. All visitors chosen by the patient will enjoy full and equal visitation privileges consistent with the wishes of the patient. Visitor passes must be obtained at the information desk.

To ensure the proper care of our patients, the following guidelines have been established:

- Please limit the number of visitors to two people at a time.
- Visitors, please do not sit on patient beds.
- Visitors may be requested to leave the room during patient examination or treatment. A nurse will tell you when you may return.
- Overnight stays in the patient's room usually are not permitted. For special circumstances, contact the nurse manager.
- People with colds or infections should not visit.
- In case of a fire, visitors should remain where they are until they receive instructions from the hospital staff and Fire Department personnel. Do not use the elevators.

TV CHANNELS

2 CBS	32 TMC (The Movie Channel)
3 Channel Line Up	33 TBS
4 NBC	34 TNT
5 FOX	35 USA
6 The Chapel Channel	37 Cartoon Network
7 ABC	38 Disney East
8 Univision	39 Disney W
9 WOR9	40 Disney XD
10 E! Entertainment	41 FreeForm
11 WB11 (PIX)	42 Nickeloden East HD
12 Mountainside Medical Center Info	47 Discovery
13 PBS	48 E!
14 EWTN	50 Food Network
16 Weather	51 Hallmark HD
17 Bloomberg	52 HGTV
18 CNN	54 History
21 ESPN2	55 Lifetime HD
22 ESPN	56 MTV HD
24 ESPN HD	57 Syfy HD
25 ESPNNews	58 TLC
26 Fox Sports 1	60 Travel
27 Sports New York	61 truTV
30 AMC	

7 Key Ways to Take Charge

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

1. Speak Up

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

2. Pay Attention

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

3. Educate Yourself

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

4. Find a Support Person

Pick someone to help speak up for your care and needs during your stay.

5. Know Your Medicines

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

6. Check Before You Go

Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

7. Participate in Your Care

You are the center of your healthcare team. Make sure you know what's happening every step of the way—from admission through discharge.



Protect Your Health

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Remember!

Don't forget to tell the staff who you've picked to be your support person.

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

A support person can:

- + ask questions you might not think of and write down information
- + double-check your medicines and treatments
- + watch for signs your condition is getting worse and ask for help



Name Check

Always double-check your name with staff to avoid errors.

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients.

To prevent errors in your care:

- + Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- + Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date. This may seem repetitive at times, but it helps ensure you receive the correct care.

5 Ways to Fight Infections

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

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

1. Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom

2. Ask hospital staff members to clean their hands. This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

3. Cover if you are sick. If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4. Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up-to-date. Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Cleaning Tip

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



For Visitors

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

Stop the flu & coronavirus, too!



Since 2019, the Don't Bug Me flu awareness and prevention campaign, a joint partnership between Mountainside Medical Center and the Montclair Health Department, is designed to teach healthy lifestyle habits to avoid getting or spreading the flu. This year, we are expanding efforts to include COVID-19 prevention. The awareness effort is conducted throughout classrooms, social media and businesses, and is supported by materials provided to teachers and businesses; public appearances; and print, broadcast and other advertising. By following the guidelines and messages set forth in the Don't Bug Me campaign, you can help stop the flu! [Download Don't Bug Me materials for free at mountainsidehosp.com/dontbugme.](https://mountainsidehosp.com/dontbugme)



Wash your hands

Use soap and warm water and wash for 20 seconds.



Get a flu shot

It's the best protection for everyone 6 months and older.



Cover your cough

Cover your mouth and nose when you cough or sneeze. Use a tissue and throw it away.



Wear a mask

Wear a mask indoors and outdoors when you cannot social/physical distance.



Stand 6' away

Practice social/physical distancing whenever possible.

Don't Ignore Pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

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

Ask yourself, then share with your nurse.

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

Which words describe your pain?

- | | |
|-----------------------------------------|------------------------------------|
| <input type="checkbox"/> aching | <input type="checkbox"/> pressure |
| <input type="checkbox"/> bloating | <input type="checkbox"/> pulling |
| <input type="checkbox"/> burning | <input type="checkbox"/> radiating |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> searing |
| <input type="checkbox"/> constant | <input type="checkbox"/> sharp |
| <input type="checkbox"/> cramping | <input type="checkbox"/> shooting |
| <input type="checkbox"/> cutting | <input type="checkbox"/> soreness |
| <input type="checkbox"/> dull | <input type="checkbox"/> stabbing |
| <input type="checkbox"/> numbing | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> pressing | <input type="checkbox"/> tightness |



You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

How bad is it on this pain scale? Wong-Baker FACES® Pain Rating Scale



0
No
Hurt



2
Hurts
Little Bit



4
Hurts
Little More



6
Hurts
Even More



8
Hurts
Whole Lot



10
Hurts
Worst

Copyright 1983, Wong-Baker FACES® Foundation, www.WongBakerFACES.org. Used with permission.

Stay Safe

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



Surgery Reminder

Ask your surgeon to take a “time out” to check:

- you’re the right person
- getting the right surgery
- on the right body part

Prepare for Surgery

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

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

Take simple steps like these to help prevent medical mistakes.

Prevent Falls

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

To keep yourself safe:

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

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

Manage Your Medicines

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE



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

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



Prevent Medicine Errors

Be sure your doctors and nurses know:

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

Remember, Take Charge of Your Medicines



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

Rights & Responsibilities

YOU HAVE THE RIGHT TO THE BEST CARE

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right to:

- + be informed of the hospital's rules and regulations as they apply to your conduct.
 - + expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
 - + receive considerate, respectful care at all times and under all circumstances.
 - + expect prompt and reasonable responses to your questions.
 - + know who is responsible for authorizing and performing your procedures or treatments.
 - + know the identity and professional status of your caregivers.
 - + know what patient support services are available, including access to an interpreter if language is a problem.
 - + have access to your medical records according to hospital policy.
 - + be informed of the nature of your condition, proposed treatment or procedure, risks, benefits, and prognosis, and any continuing healthcare requirements after your discharge in terms you can understand.
- + be informed of medical alternatives for care or treatment.
 - + refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
 - + receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, gender identity and expression, national origin, religion, physical handicap, or sources of payment.
 - + know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
 - + participate in the decision-making process related to the plan of your care.
 - + have access to professionals to assist you with emotional and/or spiritual care.
 - + exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others or the planned course of any medical care.

- + participate in the discussion of ethical issues that may arise.
- + express concerns regarding any of these rights in accordance with the grievance process.
- + formulate advance directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law.
- + contract directly with a New Jersey licensed registered professional nurse of your choosing for private professional care during your hospitalization.
- + receive a copy of the hospital payment rates. You have a right to appeal any charges.
- + be assisted in obtaining public assistance and the private healthcare benefits to which you may be entitled.
- + receive an advance explanation from a physician of the reasons for your transfer and possible alternatives.
- + have access to storage space in your room for private use. The hospital also must have a system to safeguard your personal property.
- + freedom from restraints, unless they are authorized by a physician for a limited period of time to protect the safety of you or others.
- + choose who may visit you during your inpatient stay,

regardless of whether the visitor is a family member, a spouse, a domestic partner, or other type of visitor. You also have the right to withdraw such consent to visitation at any time.

- + have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- + a concerned staff committed to pain relief and prevention.
- + receive a copy of the hospital payment rates. If you request an itemized bill, Mountainside Medical Center will provide one and explain any charges you have. You have the right to appeal any of the charges and should be provided with the procedures to make such an appeal.
- + exercise all of your constitutional, civil, and legal rights.
- + be treated with courtesy, consideration, and respect for your dignity and individuality.

You Are Responsible for:

- + providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- + reporting unexpected changes in your condition to your healthcare providers.

Rights & Responsibilities continued

- + informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- + following the treatment plan recommended by your healthcare providers.
- + keeping appointments and, if you cannot, notifying the proper person.
- + knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers' instructions.
- + being considerate of the rights of other patients and hospital personnel, and to follow hospital policy and regulations regarding care and conduct.
- + paying your bill promptly or telling the hospital if you cannot pay the bill.

Grievances?

Grievances may be presented to the patient satisfaction coordinator at 973-429-6298 between 7:00 a.m. and 3:00 p.m. Monday through Friday. After 3:00 p.m. or on holidays and weekends, please ask your nurse to contact the nursing supervisor. You also may contact the NJ Department of Health and Senior Services via the Complaint Hotline at 800-792-9770 or by mail at P.O. Box 367, Trenton, NJ 08625. If your concerns cannot be resolved through the hospital, you are encouraged to contact The Joint Commission by visiting **www.jointcommission.org**, then clicking "Report a Safety Event."

Questions?



If you have questions about your patient rights and responsibilities, contact your nurse.

Notice of Nondiscrimination

WE'RE HERE TO HELP YOU

Mountainside Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender identity and expression, sexual orientation or sex. Mountainside Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Mountainside Medical Center:

- ✦ Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- ✦ Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact a member of your care team.

If you believe that Mountainside Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability,

or sex, you can file a grievance with Karen Palatella, VP, Chief Quality and Compliance Officer, 1 Bay Ave., Montclair, NJ 07042; Phone: 973-680-7810; Fax: 973-680-7723; Email: Karen.Palatella@mountainsidehosp.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Karen Palatella, VP, Chief Quality and Compliance Officer, is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/smartscreen/main.jsf, or by mail or email at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
OCRComplaint@hhs.gov

Complaint forms are available at www.hhs.gov/ocr/complaints/index.html.

If you speak another language and require assistance, please contact a member of your care team.

Prevent Hospital Infections

TAKE STEPS TO REDUCE YOUR RISK

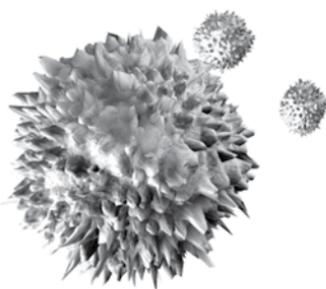


According to the Centers for Disease Control and Prevention (CDC), 1 in 31 patients gets a healthcare-associated infection while staying at the hospital. Often, these happen because hospital procedures and equipment can expose internal parts of your body to germs. The chart below lists common infections and steps you can take to prevent them.

TYPE	HOW IT STARTS
Catheter-associated urinary tract infections (UTIs)	Germs enter your urinary tract when you have a tube (catheter) to drain urine.
Surgical site infections	Germs affect the site of your surgery—either on your skin or internally.
Central line-associated bloodstream infections	Germs enter your bloodstream through a large tube that's inserted in a vein near your neck, chest or groin.
Ventilator-associated pneumonia	Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe.

Superbugs

A superbug is a germ that causes a bacterial, viral or fungal infection, but does not respond to the usual treatments. This means these bugs make you sicker longer and increase your risk of more serious complications. Common strains include MRSA, E. coli and VRE. Superbugs spread from person to person through touching germly hands or objects. Protect yourself by taking the steps below. And remember, wash your hands and ask everyone you see during your stay to wash his or her hands too.



SYMPTOMS	PREVENTION
<ul style="list-style-type: none">▪ fever▪ burning▪ pain▪ bloody or frequent urination	<ul style="list-style-type: none">▪ Clean your hands before touching the area.▪ Keep your urine bag below the level of your bladder to prevent backflow.▪ Don't tug, pull, twist or bend the tube.▪ Secure the catheter to your leg.
<ul style="list-style-type: none">▪ redness▪ pain▪ drainage of cloudy fluid▪ fever	<ul style="list-style-type: none">▪ Do not shave surgery site (irritation increases risk of infection).▪ Clean hands before touching the area.▪ Don't let visitors touch or dress your wound.▪ Ask your nurse to show you how to care for your wound.
<ul style="list-style-type: none">▪ red skin and soreness at site▪ fever▪ chills	<ul style="list-style-type: none">▪ Clean hands before touching the area.▪ Make sure staff wears gloves, gown, cap, mask and sterile drape when handling tube.▪ Speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore.▪ Avoid touching the tube or letting visitors touch it.▪ Ask that the tube be removed as soon as possible.
<ul style="list-style-type: none">▪ cough▪ mucus▪ fever▪ chills▪ shortness of breath	<ul style="list-style-type: none">▪ Clean hands before touching the area.▪ Ask if it's safe to raise the head of your bed.▪ Know how often the inside of your mouth needs to be cleaned and speak up when it hasn't happened.▪ Ask that the tube be removed as soon as possible.

Your Privacy Matters

PRIVACY AND HEALTH INFORMATION



Right to Complain

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

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

Who must follow this law?

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

What information is protected?

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

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- + Ask to see and get a copy of your health records
- + Have corrections added to your health information

- ✦ Receive a notice that tells you how your health information may be used and shared
- ✦ Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- ✦ Get a report on when and why your health information was shared for certain purposes
- ✦ File a complaint

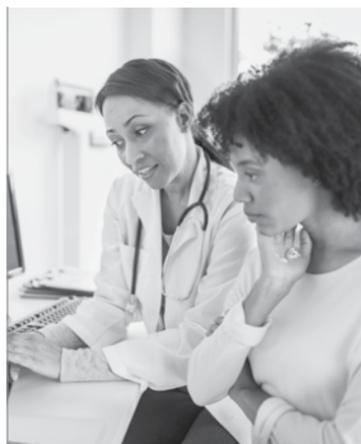
What are the rules and limits on who can see and receive your health information?

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

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

Without your written permission, your provider cannot:

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



Medical Records

Call 973-429-6571 for copies of medical records.



Laws for Alcohol and Drug Treatment

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

Source: U.S. Department of Health & Human Services, Office for Civil Rights

Advance Directives

A SIMPLE AND SMART WAY TO TAKE CHARGE OF YOUR CARE



Fill Out Your Forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, call 973-429-6936.



Choose Your Care

Fill out advance directives, so your wishes are met and your loved ones are sure of what you want.

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

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

Living Will

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

Durable Power of Attorney

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

For finances: You also have the right to appoint someone to help manage your finances if you cannot. Your healthcare proxy also can do this if you'd like.

For the Caregiver

YOU ARE A VALUABLE PARTNER IN YOUR LOVED ONE'S RECOVERY



We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring for and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- ✦ **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen including financial planning, transportation, and scheduling.
- ✦ **What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- ✦ **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down as well as the name and contact number to call.



Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here.

- National Alliance for Caregiving
www.caregiving.org
- Family Caregiver Alliance
www.caregiver.org
- Caregiver Action Network
www.caregiveraction.org

Before You Leave the Hospital

SPECIAL FEATURE



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

Reduce your chances of complications and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, review the following with your nurse:

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

A Reason to Plan Early



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

- www.medicare.gov/care-compare
- www.qualitycheck.org

Understanding Your Bill

WHAT YOU NEED TO KNOW

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



Medicare

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

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

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

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



Keep Track

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



Need Help?

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

Commonly Confused Terms



Deductible: The amount you owe each year before your insurance begins making payments.

Co-payment: A flat fee you pay for a specific service, usually due at the time of service.

Coinsurance: The portion of your medical expenses that you're personally responsible for paying.

Commercial Insurance Providers

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

EOBs show:

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

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

Self-Pay Patients and Payment Arrangements

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

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

Understanding Coordination of Benefits (COB)



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

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