

Thank You for Choosing **Saint Peter's University Hospital**

A Guide for
Patients and Families



Saint Peter's University Hospital

Our Mission

Keeping faith with the teachings of the Roman Catholic Church and guided by the Bishop of Metuchen, Saint Peter's University Hospital is committed to humble service to humanity, especially the poor, through competence and good stewardship of resources.

We minister to the whole person, body and spirit, preserving the dignity and sacredness of each life.

We are pledged to the creation of an environment of mutual support among our employees, physicians and volunteers and to the education and training of healthcare personnel.

We are witnesses in our community to the highest ethical and moral principles in pursuit of excellence and patient safety.

Dear Patient and Family,

More than a century ago, Saint Peter's General Hospital became a steward of the sacred healthcare ministry Jesus Christ began when he walked the earth more than 2,000 years ago healing those who were sick in mind, body or soul. When founded, the hospital treated patients with care and compassion and used the most advanced medical technology then available. After more than a century, that practice has become tradition within our hospital and today it is a hallmark of all we do throughout the entire Saint Peter's Healthcare System, of which the hospital is a member.



Saint Peter's Healthcare System was formed in 2007 and reflects the expansive scope of health and wellness services we offer to our community. Besides our hospital, the system includes Saint Peter's Physician Associates, a network of primary care and specialty physicians' services; the Saint Peter's Foundation; and the Saint Peter's Health and Management Services Corporation, which oversees various services, including the CARES Surgicenter, an ambulatory surgery center in New Brunswick, and Saint Peter's Adult Day Center in Monroe.

Our services are offered to all. We are a Catholic institution with a capital "C" and a small "c." We draw inspiration from our religious heritage. Our care for others is universal, extending to those of other faiths and, in some cases, of no faith whatsoever. We believe we are a nationally recognized, integrated, Catholic health and wellness system of choice.

At Saint Peter's Healthcare System, you will find leading-edge technology and an experienced staff. You will also find the trust and compassion for which we have always been known. This is our legacy—our very sacred ministry.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald C. Rak". The signature is fluid and cursive, with a large, stylized "R" at the end.

Ronald C. Rak, JD
Chief Executive Officer
Saint Peter's Healthcare System

Welcome to Saint Peter's University Hospital

During your time with us, we will work to provide the very best in health services and the caring environment you need to make your stay at Saint Peter's a very positive experience.

To deliver the finest health care, we invest in the most advanced technologies and devote resources to continuously educate and train our clinical staff. Yet, as your personal advocates, we believe our healing mission includes so much more that you may require. Our commitment is to care for your physical, spiritual and emotional needs. Your health and well-being, now and in the future, is our top priority.

This guide provides you and your family with helpful information about your rights and responsibilities, admission to the hospital, services offered during your stay, and our hospital's billing and payment policies.

If you have further questions or need anything during your stay, please ask any member of the Saint Peter's staff. If you have a concern that is not resolved, please call 732-565-5435 and speak with a member of our Service Excellence Team.

Thank you for choosing Saint Peter's University Hospital.

Sincerely,

The Staff at Saint Peter's Healthcare System

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About Saint Peter's University Hospital

For more than a century, Saint Peter's University Hospital has served the healthcare needs of central New Jersey. From our simple beginnings in 1907, Saint Peter's has grown to become a technologically advanced, 478-bed teaching hospital that provides many services to the community. Saint Peter's University Hospital, a member of the Saint Peter's Healthcare System, is a non-profit, acute care hospital sponsored by the Roman Catholic Diocese of Metuchen.

Saint Peter's brings the latest medical practices and highly skilled professionals to the bedside. We treat more than 30,000 inpatients and more than 200,000 outpatients yearly. We employ 2,900 healthcare professionals and support people, and more than 900 doctors and dentists are on staff at our hospital.

Saint Peter's provides a broad array of services to the community—from sophisticated care of premature babies to specialized geriatric medicine, including one of the most recognized and skilled maternity programs, delivering more than 5,400 newborns each year.

As a state-designated, acute care children's hospital and regional perinatal center, The Children's Hospital at Saint Peter's University Hospital offers a full range of specialized pediatric healthcare services and operates one of the largest, most advanced neonatal intensive care units on the East Coast.

Saint Peter's offers cancer care for adults and children with our full-service oncology program, including an adult inpatient unit and outpatient radiation and infusion services. Saint Peter's University Hospital has been nationally recognized for its cancer program since 1985. It is accredited with commendation as an Academic Comprehensive Care Program by the American College of Surgeons' Commission on Cancer.

The Saint Peter's Breast Center was central New Jersey's first facility specializing in breast care to be accredited by the National Accreditation Program for Breast Centers.

Saint Peter's University Hospital is designated a primary stroke center by the New Jersey State Department of Health and Senior Services. A primary stroke center is the first line of defense in diagnosing and treating strokes and preventing or minimizing permanent brain damage.

In support of our mission to provide quality medical education, Saint Peter's is a major clinical affiliate of Rutgers Biomedical and Health Sciences. Saint Peter's also sponsors residency programs in internal medicine, obstetrics/gynecology and pediatrics that are approved by the Accreditation Council for Graduate Medical Education.



Saint Peter's is fully accredited by The Joint Commission, an independent not-for-profit organization that accredits and certifies more than 19,000 healthcare organizations and programs in the United States.



We have been recognized as one of just 20 hospitals nationwide as a *Top Performer on Joint Commission Key Quality Measures™* in 2014, scoring 95% or above in the treatment of heart attack, heart failure, pneumonia, surgical care, children's asthma and perinatal care.



Saint Peter's was the tenth hospital in the nation to be designated as a Magnet hospital for nursing excellence by the American Nurses Credentialing Center, and has received this "gold standard" in nursing for four consecutive terms.



Our Adult Intensive Care Unit and our Neonatal Intensive Care Unit have each received the Beacon Award for Excellence in critical care. The Adult ICU has been honored four consecutive times.



Saint Peter's has been honored

with an "A" grade for excellence in hospital safety from The Leapfrog Group whose survey is the gold standard for hospital performance.



The American Association for Respiratory Care recognized Saint Peter's for providing

quality respiratory care for the second year in a row.

Your Experience at Saint Peter's

At Saint Peter's University Hospital, our goal is to provide you with the highest quality health care in a safe and comfortable place.

We understand that a hospital stay may be an emotional experience. Each member of our staff is personally committed to making your stay the most positive experience possible, for you and your family.

At the same time, if you have any concerns or a problem, please speak with your nurse or nurse manager immediately. No issue is too small for our prompt attention.

Soon after you return home, you may receive a Saint Peter's patient satisfaction survey from Press Ganey, an independent satisfaction measurement company. Please take the time to complete and return the survey.

Please let us know when we have met or exceeded your expectations. Our staff receives recognition for service to our patients and their families and we hope you will find the care and service at Saint Peter's worthy of the top "5" rating for "Very Good" service.

Your comments also help us focus on areas for improvement. We listen to what you tell us and truly appreciate your feedback. If for any reason we have not met your expectations during your stay, or if you have further questions or concerns, please call **732-565-5435** and speak with a member of our Service Excellence Team.

We're Here for You

During your stay, our Saint Peter's nurses are always here for you. They will make regularly scheduled visits to check on you. Our nurses will:

- Evaluate and relieve any pain you may be experiencing.
- Offer you help getting to and using the bathroom.
- Move you to a more comfortable position, if needed.
- Provide any needed and/or scheduled medications.
- Make sure your call light, phone, and any other needs are within easy reach.
- Ask if there is anything else you need, or if you have any questions.
- Remind you of the next visit and the scheduled time.

Your Admission

We will make your admission to Saint Peter's as easy as possible. Your admission will take place in Admissions & Registration, also known as Admitting.

You will be responsible for:

- Completing and signing consent forms; these consent forms will become part of your medical record.
- Supplying two forms of legal identification. Accepted forms include your driver's license, birth certificate, passport and/or green card.
- Advising us of any special food requirements and/or food allergies.
- Informing us about your advance directive, if applicable.
- Providing us with your health insurance card(s).

If your health insurance company requires pre-certification, you are responsible to obtain this requirement before admission.

Any patient having elective surgery at Saint Peter's will be contacted several days prior to his/her scheduled arrival for a pre-registration/pre-certification review and discussion regarding financial arrangements. The patient's surgeon's office is responsible for initiating the pre-certification process.

Please see "Health Insurance," page 24, for additional information.

To contact Admissions & Registration, please dial extension **8540**.

What to Bring

You need only bring a few items for your stay. Please bring your toothbrush, toothpaste, slippers, robe and personal articles such as shampoo, deodorant, cosmetics, and a comb/brush. We will supply hospital gowns for your use during your stay.

Do not bring valuables to the hospital.

These include money, jewelry, credit cards, electronics and items of sentimental value. Saint Peter's is not responsible for securing and/or replacing any personal items or valuables during your stay, even though we will exercise care in protecting them.

We also request that you leave your medicines at home; if you bring them to the hospital, please send them home with a family member.

Advance Directive

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your physician and loved ones what kind of healthcare treatments you want. An advance directive allows you to make your wishes known in advance.

An advance directive may be a living will, healthcare proxy or durable power of attorney—a legal document that allows you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete an advance directive.

Saint Peter's University Hospital will honor advance directives in accordance with hospital policy, New Jersey law, the Ethical and Religious Directives for Catholic Health Care Services, and acceptable medical standards. Saint Peter's does not participate in assisted suicide or euthanasia.

The existence or lack of an advance directive does not determine a patient's access to care, treatment or services. In an emergency situation, physicians and personnel may not be able to take the needed time to review a patient's advance directive without endangering his/her life. In these cases, actions will be taken to treat the patient regardless of the advance directive.

For additional information and help in creating an advance directive, please contact Pastoral Care at extension **8565**.

Visitor Guidelines

Visitor Sign-In

- Saint Peter's requires that all visitors 18 years of age and older present a government-issued form of picture identification when signing into the hospital.

General Guidelines

- Saint Peter's allows around-the-clock visitation, subject to nursing and security discretion. Visiting hours may be suspended for critical situations in the hospital.
- Only two visitors per patient. Healthcare providers may limit or expand the number of visitors for individual patients as deemed medically necessary.
- One visitor will be allowed to stay in the room with the patient overnight. If a visitor requests to stay overnight with a patient who is in a semi-private room, the nurse manager will ask for consent from the patient's roommate.
- Patients on the medical-surgical/critical care units are not permitted visitors under the age of 16 unless accompanied by an adult, or approved by the nurse manager. Children under the age of 16 visiting patients in The Children's Hospital and/or mother/baby areas must be accompanied by an adult.

Department Guidelines

Emergency Department (Ground Floor, Main Hospital, E-Wing)

- One visitor for adults; both parents/guardians are permitted for pediatric patients.

Labor & Delivery – Pre-Delivery (Fourth Floor, Women and Children's Pavilion, H-Wing)

- One birthing partner and two labor coaches per patient.
- In the event of an emergency, all visitors will be asked to wait in the ground floor lobby of the Women and Children's Pavilion until the end of the emergency.
- No children under the age of 16 will be allowed in the labor room pre-delivery.

Labor & Delivery Operating Room – Pre-Delivery and Post-Anesthesia Care Units (PACU)

- When regional anesthesia is used, one birthing partner will be permitted.

Labor & Delivery – Post-Delivery (Fourth Floor, Women and Children's Pavilion, H-Wing)

- Grandparents and siblings of the infant are permitted within the first hour post-delivery.
- Siblings under the age of 16 must be accompanied by an adult.

Mother/Baby Unit (Third Floor, Main Hospital, A/B/D-Wings, Fourth Floor, D/E-Wings)

- Siblings under the age of 16 must be accompanied by an adult.

Safety Measures

- ✓ Please do not visit the hospital if you have a cold or other illness.
- ✓ Check with the nurse before bringing any food or drink for the patient.
- ✓ Check with the nurse before adjusting the bed or any equipment in the room.
- ✓ Check with the nurse before bringing in or removing any patient valuables and/or belongings.

NICVIEW

The Neonatal Intensive Care Unit (NICU) Camera System

Saint Peter's NICU now has 54 NICVIEW webcams—one for each of the 54 bassinets for our smallest patients—to help keep families connected.

Neonatal Intensive Care Unit (NICU) (Third Floor, Women and Children's Pavilion, H-Wing)

- Parents of the infant are permitted at any time. Visitation is limited from 7:00 p.m. to 7:15 p.m. for all others.
- No more than three people will be allowed per family (examples: two parents with one visitor or one parent with two visitors).
- Siblings will be allowed to visit at the bedside with a parent for 10 to 15 minutes only and must remain with the adult at the bedside throughout the visit.
- Siblings must complete a Sibling Visit Health Questionnaire. The child must be found healthy and free of any communicable diseases before a sibling visitation occurs.
- All visitors with a respiratory tract infection, rash or infected lesion of hand and/or face will not be allowed to visit the NICU. All visitors with a communicable disease may not visit the NICU until the infection is no longer communicable.
- Mothers with a fever, without a specific identified site of infection, may visit in the NICU pending approval of the obstetrician and the neonatologist.

Pediatric Intensive Care Unit (PICU) (Second Floor, Main Hospital, A-Wing)

- Two visitors per patient, at any one time, are permitted, 24 hours a day, seven days a week.
- Children under the age of 16 must be accompanied by an adult.

Intensive Care Unit (Fifth Floor, Main Hospital, G-Wing)

- Two visitors per patient, at one time.

Your Stay

At Saint Peter's University Hospital, we offer services to make your stay a comfortable and convenient one—for you and for your family. We also request that you follow our policies and practices to help ensure your safety and comfort.

Patient Services

Care Coordination

Together with your physician and nurse, our Care Coordination staff will work with you to prepare for your care after your hospital stay. We recognize that most patients expect to return home after hospitalization, but there are times when care in another setting may be needed.

Our Care Coordination staff can help if you are not sure that you or a family member will be able to manage safely at home. We will work with you and your health insurance provider to review your care needs, and to start planning for both a discharge to home and a transfer to another facility.

To ensure that you have all the needed information for decisions about alternate facilities, we will provide you with a list of participating providers and tell you more about the facilities that can meet your specific medical needs. This includes short- or long-term care in a variety of facilities, including rehabilitation, sub-acute care, residential health care, long-term acute care hospital (LTACH), nursing home, hospice care and assisted living. We can also provide you with information about visiting nurses, home equipment, and home infusion therapy.

You or your representative are responsible for informing us of your preferences for providers; we will educate you about the providers/facilities that have available services to match your needs. We will also assist you in identifying and arranging for services that are reimbursable by your health insurance company or payer. However, please understand that not all services are covered or paid for by health insurance companies.

A stay in the hospital can be a stressful experience. Also, personal and financial problems may add to your concerns. Our staff is available to help you and give you resource information. Support groups facilitated by our staff include groups for parents of infants in the intensive care nursery and pregnant patients, as well as a bereavement support group for those who have experienced infant loss. For more information or to speak with a member of the Care Coordination staff, please dial extension **8522**.

Private Duty Nurses

Patients and families have the right to choose to use private duty nursing professionals or paraprofessionals (RN, LPN or Nursing Assistant) per hospital policy. The Saint Peter's Nursing Office at extension **8553** will provide you with a list of resources.

“Our Place” Cafeteria

Extension 6794

Open daily

6:30 a.m.–8:30 p.m.

“Our Place” is located on the first floor of the hospital and is open to all employees, visitors and guests. “Our Place” offers a wide variety of services including hot meals, ready-made sandwiches, salad bar and grill service.

Fillin’ Station

Extension 7868

Open daily

7:00 a.m.–2:00 p.m.

Serving light snacks, sandwiches and beverages, the Fillin’ Station is located on the ground floor of the Center for Ambulatory Resources (CARES) building.

Snack Areas

For your convenience, each patient unit is equipped with a pantry or snack area for your use. Most snack areas are stocked with beverages, crackers, condiments and utensils. Please feel free to make use of any pantry with our compliments. Also, vending machines are located across from the cafeteria entrance.

Arrangements for services, including all billing and payment are the responsibility of the patient or family and the individual providing the service. Saint Peter’s does not influence or handle rates, schedules or billing. The agency selected must call the Nursing Office to provide information about who will be coming and when.

Culinary and Nutrition Services

The Department of Culinary and Nutrition Services is pleased to offer Room Service dining. Room Service allows you to select meals from a restaurant-style menu.

Ordering Room Service

1. You may place an order by dialing 5555 between the hours of 7:00 a.m. and 7:00 p.m.
2. You will be asked to identify yourself by name, room number and birthdate before placing your order.
3. Your meal will be prepared and delivered to you within 60 minutes of your call.

Be sure to check with your nurse before eating any food items brought by a family member or visitor.

Ordering for a Loved One

You may order for your loved one from home by:

1. Reviewing the menu.
2. Calling 732-745-8600, extension 5555 between the hours of 7:00 a.m. and 7:00 p.m.
3. Ordering your selections. You may order up to three meals—and designate meal times—with one phone call.

Special and Restricted Diets

Our menu is designed to provide a variety of healthy options to meet your nutritional needs, whether you follow a diabetic, renal, cardiac or other special or restricted diet, including a gluten-free or dysphagia diet. Our Room Service associates will assist you with your choices to conform with the diet you choose or the one ordered by your physician, practitioner or registered dietitian.

After your discharge, if you have any questions regarding your diet, please contact the nutritionist/nutrition care technician. His/her contact information will be listed on your diet information booklet provided at the time of discharge.

If you find you need to return to Saint Peter’s for additional instructions, please contact Outpatient Nutrition Services at 732-745-8600, extension 7930.

Restaurant 2FIFTY4 and The Gift Shop On Park

Restaurant 2FIFTY4 serves breakfast, lunch and dinner, including appetizers, sandwiches, snacks, drinks and freshly-baked desserts. **A reminder: Patients need a written order or a physician's note on their chart to order from the restaurant.** Take-out orders, gift certificates and a private dining room are all available at Restaurant 2FIFTY4.

The Gift Shop On Park offers a wide assortment of gifts like baby blankets, booties, bibs, plush animals, and breastfeeding accessories such as breast pumps, shields and hydragel pads. Greeting cards, toys, boxed candy, books and magazines, balloons and flowers are also available for patients and guests of all ages.

Restaurant 2FIFTY4 and The Gift Shop On Park are both located on the ground floor off the main hospital lobby.

Pastoral Care

The chaplains of the Pastoral Care Department are professionals, educated and certified to offer spiritual and emotional support to people of all faiths.

Our pastoral care professionals will:

- Visit you on admission and be available to you and your family during your stay.
- Contact your minister, priest, rabbi, imam or spiritual leader, if requested.
- Offer prayer, sacraments, and other spiritual support.
- Distribute the Eucharist daily, if requested.
- Provide support with making difficult decisions, if needed.
- Assist with completion of your advance directive.
- Celebrate Mass at noon daily.

If you would like to speak to a pastoral care professional, dial extension **8565**. You may also call the operator to have a pastoral care associate paged.

The Saint Peter's Chapel is located on the third floor of the main hospital and is always open for quiet prayer or reflection. Chapel services and inspirational programs can be viewed in the patient's room, free-of-charge on Channel 6.

Restaurant 2FIFTY4

Extension 7773

Extension 8816 (Take-out orders)

HOURS

Monday through Friday
9:00 a.m.–5:00 p.m.

Weekends
Closed

To view the menu, visit saintpetershcs.com/Restaurant2Fifty4.

The Gift Shop On Park

Extension 8322

HOURS

Monday through Friday
9:00 a.m.–6:00 p.m.

Weekends
9:00 a.m.–3:00 p.m.

General Services

ATM

An ATM is located on the ground floor in the hospital lobby, near the gift shop and public restrooms. Another ATM can be found at the Bank of America, across from the hospital on Easton Avenue.

Greeting Card Service

Remind a patient in Saint Peter's that you care by sending a greeting card. This free, online service lets you send a message for a speedy recovery or a happy birthday or congratulations for a new baby.

1. Visit Saint Peter's at saintpetershcs.com. Click on "Patients & Visitors" on the top navigation bar; then click on "Send a Card."
2. Please browse through our selections and pick a card.
3. Then enter your personal information and submit your request.

Your greeting card will be hand-delivered within 24 business hours.

Mail

Mail will be delivered daily to your room. Any mail coming to Saint Peter's after your discharge will be forwarded to your home address. For questions about mail, dial extension **8330**.

Parking

We offer self-pay parking at three locations for a \$5 fee per day:

Main hospital parking deck—Located behind the main hospital and medical office building on Park Boulevard off Easton Avenue, the main hospital parking deck offers parking on five, color-coded levels. The entrance for the hospital and medical office building is located on the yellow level. An elevator is available.

Parking surface lot—Located across from the main hospital parking deck on Park Boulevard off Easton Avenue, the parking surface lot offers additional parking.

CARES parking deck—Located at 240 Easton Avenue (across from the hospital's Women and Children's Pavilion), the CARES (Center for Ambulatory Resources) parking deck offers parking on two levels. An elevator is available.

Machines at the entrances to the parking areas dispense parking tickets to patients and visitors who wish to leave their cars in the hospital parking areas. Pay stations are located in the hospital and the CARES parking deck.

Payment policy is as follows:

- The \$5 parking fee is waived for all inpatients and outpatients.
- A \$5 fee will be charged to each driver every 24 hours (unless validated).

- A \$5 fee will be charged to each driver every 24 hours utilizing valet services at either the Main entrance or the Women and Children's Pavilion entrance.
- The \$5 parking fee will be waived for those utilizing the Saint Peter's Emergency Department valet service.
- Each hospital unit is responsible for validating their patients' parking tickets at their discretion.

Should you misplace your parking ticket, select "Lost Ticket" at the pay station. A fee of \$5 will be charged and your receipt will remain valid for 24 hours to come-and-go during that period.

A "help" button is located at each exit gate, should you require assistance.

Public Transportation

Bus services are available between downtown New Brunswick and Saint Peter's University Hospital, with a New Jersey Transit bus stop at the hospital. For details, contact New Jersey Transit Information at 973-275-5555 or Suburban Transit/Coach USA at 732-249-1100.

If you need cab services, two options include:

- All Brunswick Taxi at 732-545-0900
- Yellow Cab at 732-246-2222.

Train service is available with a station located at French and Albany Streets, between Easton Avenue and George Street. For details, contact New Jersey Transit at 973-275-5555.

Telephone

Telephone services are provided for our patients as a courtesy. We ask that calls placed to patients' telephones be made only between the hours of 7:00 a.m. and 10:00 p.m. to provide a quiet time for our patients.

Using the telephone in your room, dial "0" for the hospital operator to get your direct-dial number.

- **To make calls:** Dial **9** + (1) + area code + telephone number
- **For international calls:** Dial **0** for the hospital operator. These calls may be placed as collect calls or charged to your credit card.
- **For directory assistance:** Dial **9 + 411**

To report any technical difficulties, please dial extension **7000** for the Helpdesk.

Television

We are pleased to provide television rental options during your stay with us.

IMPORTANT! Rental information is available on Channel 47 continuously.

As part of your hospital stay, we offer a great selection of popular channels. A complete TV Channel Guide is provided. Special channels offering religious services or patient education materials are complimentary.

TIGR Education System

During your stay, you can access patient education to help you understand how to manage your health condition. This information is available free through the TIGR System by using the phone and TV in your room. Just dial **7800** and follow the prompts in either English or Spanish. You will use the phone to select the correct television channel from the menu of topics that includes diabetes, pneumonia, heart attack, safety, cancer, baby care, and many others.

If you need assistance your nurse will be happy to help you and may even recommend topics you should view.

Activating Service

Take advantage of these great amenities and activate television service today. Simply dial extension **7790** from the bedside phone in your room between 11:30 a.m. and 6:30 p.m., seven days a week. To enjoy faster service, have your payment available at the time of your call. See Payment Options for more details. Follow the easy voice prompts to complete activation.

IMPORTANT: Once you complete your transaction, please turn to the TV channel of your choice. (You will need to change the channel from the hospital's marquee or default channel to a rental channel to view the channel of your choice.) Service will begin within a few minutes.

Payment Options

Rental rates for television: \$7.00 per day

Television service charges can be paid with:

- 1. Credit Card:** major credit card payment plus activation fee.
- 2. Cash:** Please have your cash payment ready for the service representative who will visit your room to collect payment. (There is no activation fee with a cash payment.)
- 3. Home:** Your home telephone will be charged plus an activation fee.
- 4. Online:** You may also pay online by visiting mobilepay.utccares.com.

Rental Terms

Please note that you will be billed on a calendar day basis, not 24 hours. For example, if you are admitted on March 5 at 7 p.m., it counts for your first day. March 6 would be the next day, and so on. Service can be stopped or restarted at any time by dialing extension **7790** from the bedside phone.

Service is automatically transferred when you are moved to another room and is automatically stopped when you are discharged from the hospital.

Need Assistance?

If you are having difficulty, we're here to assist.

- Rentals: Dial extension **7790** from the bedside phone
- TV Repairs: Dial extension **8859** or page **732-390-2402**
- Billing Questions: Dial extension **7790** from the bedside phone

Volunteer Services

Saint Peter's is proud to have dedicated junior, college and senior volunteers working in many areas within the hospital. Our volunteers give their valuable time to serve the needs of our hospital community—patients, families and staff.



Volunteers help in many ways. They may provide clerical support in offices, assist with maintaining nursing unit supplies, deliver newspapers, and provide recreational programs and support services for our patients. Volunteers may serve as “friendly visitors,” visiting patients who have been in the hospital for an extended time.

The “Silver Spoons” volunteers are specially trained to assist patients who require help with eating during mealtimes. Pet therapy volunteers visit patients weekly with their certified dogs. For your enjoyment, volunteers provide free televised Bingo games every Tuesday from 1:30 p.m. to 3:15 p.m. on Channel 3. Game cards and prizes are delivered to winners in their rooms.

Wi-Fi Service

Saint Peter’s offers its patients and families free Wi-Fi Internet service. With hotspots located throughout the hospital, you will find our wireless network easy to access and use.

For Your Safety

Security at Saint Peter’s

Security officers are located throughout the hospital for your safety. Staffed 24 hours a day, seven days a week, the Security Operations Center may be reached by dialing extension **6010**.

Cell Phone Use

The use of cell phones can lead to electronic patient care equipment not working properly, and this may seriously harm a patient. Help us keep all patients safe by only using a cell phone in the hospital while in the designated areas.

Fire Drills

Fire drills are conducted regularly. In the event of an actual fire, the hospital will follow fire response procedures to ensure the safety of patients, visitors and staff.

In the event of an emergency, dial **112** from any hospital phone.

Smoke-free

Saint Peter’s University Hospital is committed to a smoke-free environment. Smoking is not permitted in the main hospital or in any Saint Peter’s Healthcare System facilities. In the interest of the health of our patients, visitors, employees and volunteers, we appreciate your cooperation in achieving this goal.

Preventing Falls

For your safety, our nurses will show you around your room and other nearby areas. We want to help you prevent falls.

- We will assist you to the bathroom. Please use the call bell to let us know. Remember to use the handrails in the bathroom, as needed.
- Your bed should be kept in a low position with its brakes locked at all times.
- Change positions in your bed slowly.
- Stand up slowly. Sit with your feet on the floor for a couple of minutes before standing.
- When sitting, begin by lowering yourself slightly and touch the chair or bedside behind you. This assures you are close enough to sit.
- Footwear should be properly fitted, non-skid and used appropriately. Avoid oversized slippers that may get in the way of walking safely.
- Report spills immediately so that we may clean them up.
- Call for assistance if you need to get out of bed during the night.
- Remember to turn the light on if the room is dark.



For Pain Management

It is part of our mission to help you manage any pain you are feeling, prevent pain whenever we can and help you feel as comfortable as possible.

Pain is managed best by a team of your doctor(s), nurses, therapists, family and you.

It is important to understand that each person experiences and handles pain differently, whether it is chronic pain and/or acute pain.

We can choose different ways to help us determine and measure your pain along with different methods to relieve it—methods that are most effective for you.

We will do our best as a team to relieve your pain and keep you comfortable.

Your Right to a Chaperone

You have the right to have a chaperone present during a breast, pelvic, genitalia or rectal examination.

You have the right to decline care if your physician or healthcare provider is not able to provide you with an acceptable chaperone.

If you refuse the chaperone provided to you, your physician or other healthcare provider is not obligated to provide you with further care.

If your physician or healthcare provider wishes to have a chaperone present and you refuse, they are not obligated to provide you with further care. In these circumstances, your physician or healthcare provider will discuss with you the risks associated with not receiving further care.

Your Rights and Responsibilities

Patient Rights

As someone admitted to a hospital licensed by the State of New Jersey Department of Health and Senior Services, you shall have the following rights during your stay. A copy of these rights is also posted in patient rooms.

Medical Care

- To receive the care and health services that the hospital is required by law to provide.
- To expect reasonable continuity of care.
- To receive a clear explanation from your doctor of your complete medical condition, recommended treatment, expected results, risks involved, and reasonable medical alternatives. If your doctor believes that some of this information would be harmful to your health, or beyond your ability to understand, the explanation must be given to another person named by you to speak on your behalf.
- To give or withhold written consent before the start of particular, non-emergency medical procedures or treatments. Your doctor should explain to you, in words you understand, specific details about the recommended procedures or treatment, any risks involved, time required for recovery, and any other reasonable medical choices.
- To expect and receive proper pain management.
- To be included in trial research only if you give informed, written consent. You have the right to refuse to participate. Human research does not include the mere collection of statistical data.
- To refuse medication and treatment after possible outcomes of this decision have been explained clearly to you, unless the situation is life-threatening or the procedure is required by law.
- To choose to use private duty nursing professionals or paraprofessionals (RN, LPN or Nursing Assistant) in accordance with hospital policy.

Communication and Information

- To be informed of the name and role (licensure) of all healthcare professionals providing you with personal care. All hospital staff and each student intern shall be required to wear an identifying badge that includes the individual's name and licensure status.
- To receive, as soon as possible, interpretation services if you need them to help you communicate with the hospital's healthcare staff at no cost to the patient.
- To be informed of the names and roles of any outside healthcare and educational institutions involved in your treatment. You may refuse to allow their participation.

- To receive, upon request, the hospital's written policies and procedures regarding life-saving methods, and the use or withdrawal of life support mechanisms.
- To be advised, in writing, of the hospital's rules regarding the conduct of patients and visitors.
- To receive a copy of your patient's rights that include the name and phone number of the hospital staff member who will answer your questions and field your complaint about any possible violation of your rights.

Privacy and Confidentiality

- To have physical privacy during medical treatment and personal hygiene functions, unless you need assistance. This right shall not hinder discussion and/or examination by appropriate healthcare staff.
- To confidential treatment of information about you, the patient. Information in your records will not be released to anyone outside the hospital without your approval, unless it is required by law, or third-party payment (insurance) requires it.
- To give or withhold informed consent before using your likeness externally.

Legal Rights

- To treatment and medical services without discrimination based on race, age, religion, national origin, sex, or source of payment.
- To exercise all your constitutional, civil and legal rights.

Medical Records

- To have prompt access to the information in your medical record, unless your doctor feels that this access is harmful to your health.
- To obtain a copy of your medical record, for a reasonable fee, within 30 days after a written request is received by the hospital.

Cost of Hospital Care

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

Discharge Planning

- To receive information from your attending doctor about any ongoing healthcare needs when you leave the hospital and receive assistance in arranging for needed follow-up care.
- To be given enough time before discharge to arrange for continuing healthcare needs.
- To be informed by the hospital about any appeal process to which you are allowed by law, if you disagree with the hospital's discharge plans.

Requesting Your Medical Records

1. Complete the "Authorization for Disclosure of Protected Health Information" form.

To download a copy, visit saintpetershcs.com and click on "Patients & Visitors" located on the top navigation bar. Under "Additional Resources" in the right column, select "Medical Records" and follow the instructions to download the form. You also may contact Saint Peter's Health Information Management at **732-745-8600, extension 8511** between the hours of 8:30 a.m. to 4:30 p.m.

2. Mail or fax the completed form to:

Saint Peter's University Hospital
Health Information Management
254 Easton Avenue
New Brunswick, NJ 08901
Fax Number: **732-658-3204**

Ethics Hotline

If you have an ethical question or concern about the care of a patient in the hospital, you may contact the Ethics Hotline by calling **732-745-8600, extension 6799**. A member of the Ethics Committee will respond to your call.

Help for Victims and Survivors of Family Violence

Saint Peter's University Hospital supports the right of all persons to live a life without fear or violence in their home. Family violence includes victims of child abuse, domestic violence and elder abuse.

If you have a need of resources or information, you can ask your nurse and/or ask to talk with a social worker.

Resources that you can contact at any time include:

Child Abuse Hotline:
877-NJ ABUSE

Domestic Violence Hotline:
800-572-SAFE

Elder/Disabled
Individuals Abuse:
Adult Protective Services
732-745-3635 (Middlesex)
908-203-5077 (Somerset)

Additional crisis phone numbers can be found in the Telephone Directory on page 32.

Transfers

- To be informed by the hospital of the need to transfer you to another facility before the transfer and of any alternatives to transfer which may exist.
- To receive in advance an explanation from your doctor of the reasons for your transfer and possible alternatives. The transfer shall not happen unless it is determined by your doctor to be medically necessary.

Personal Needs

- To be treated with courtesy, consideration, and respect for your dignity and individuality.
- To have access to storage space in your room for private use. The hospital will also provide a system to safeguard your personal property.
- To have access to mail and telephones, unless the patient's needs and/or special case would show this access to be harmful to the patient.

Freedom from Abuse and Restraints

- To freedom from neglect and physical and mental abuse.
- To freedom from restraints, unless a doctor authorizes them for a limited period of time to protect the safety of you or others.

Questions and Complaints

You have the right to present questions or grievances to a designated hospital staff member and to receive a response in a reasonable period of time.

If you have concerns about your care or safety or have a complaint about any possible violation of your rights, please speak with the nurse manager. You may also contact the Service Excellence Team for Saint Peter's Healthcare System at **732-565-5435**.

Saint Peter's provides you with the following addresses and telephone numbers of government agencies that handle questions and complaints.

New Jersey Department of Health and Senior Services
P.O. Box 360
Trenton, NJ 08625-03606
Complaint Hotline: **800-792-9770**

The Joint Commission
Office of Quality Monitoring
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
630-792-5000
630-792-5005 (fax)

The Joint Commission
601 13th Street, NW
Suite 560 South
Washington, DC 20005

Complaints: **800-994-6610** or complaint@jointcommission.org

For More Information

This list of patient rights is a condensed summary of the current New Jersey law and regulations governing the rights of hospital patients. For more complete information, consult the New Jersey Department of Health and Senior Services.

Patient Responsibilities

As a patient at Saint Peter's University Hospital, we need your participation regarding the following responsibilities:

- Provide correct information about past medical history.
- Cooperate with our hospital staff and follow instructions, policies, rules and regulations that are in place to maintain safe and effective patient care.
- Ask questions if directions or procedures are not clearly understood.
- Be considerate of other patients.
- Help control noise and the number of visitors and support a respectful and civil environment.
- Provide information for the processing of your hospital bill and be responsible for any charges not covered by insurance.
- Respect hospital property and that of other patients.
- Comply with the hospital's "No Smoking" policy.

PARTNERS: Keeping Health Care Safe and Effective

At Saint Peter's, we believe health care is "at its best" when our physicians, nurses and staff work closely with you and your family to make your health care both safe and effective. Following are specific ways you can partner with us to have the best possible healthcare experience. For more details, please review the brochure, *PARTNERS: Keeping Health Care Safe and Effective*. A copy is included in the yellow Patient Education folder that you will receive.

- 1. Participate in all healthcare decisions. You are the center of our team.** Keep copies of your medical history, including treatment plans and a complete list of your medications. Share this information with your healthcare providers. Remember that herbs, over-the-counter medications, vitamins, supplements and alternative therapies are part of your total health picture and should be shared with the team.
Be sure that you and your healthcare provider agree on your plan of care each step of the way. Don't be afraid to seek a second opinion. Consult with one or two other doctors if you are unsure about your illness and the best plan of care.
- 2. Wash your hands.** During your stay, especially after using the bathroom and before meals, help prevent infection by washing your hands thoroughly and frequently. Your healthcare providers, before and after each visit, will use soap and water or an alcohol-based hand sanitizer to disinfect their hands.
- 3. Ask questions.** If you do not understand or have concerns, ask us. You have the right to know and understand your treatment plan and options. Learn approximately how long treatment will last and how you should feel. Write questions down and don't be shy or embarrassed to ask us about something that is unclear or confusing.

Wash Up! Speak Up!

Clean your hands.

- Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands.
- Even if your hands do not look dirty, clean them with an alcohol-based 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, change a diaper, visit someone who is ill, or play with a pet.

Make sure your healthcare providers clean their hands and, if necessary, wear gloves.

- Doctors, nurses, and other healthcare providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they have cleaned their hands.
- Healthcare providers should wear clean gloves when they perform tasks such as taking throat cultures, taking blood, touching wounds or body fluids, and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

Cover your mouth and nose to prevent the spread of infection to others.

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more!

- Use a tissue! Be sure to throw away used tissues and clean your hands after coughing or sneezing.
- If you don't 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.
- Stay away from other people or stay home. Don't shake hands or touch others.
- Get vaccinations to avoid disease and fight the spread of infection. Check with your doctor about shots you may need.

4. **Recognize the members of your healthcare team.** Expect all staff to introduce themselves to you. Look for the picture on his/her identification badge. If you are not sure about someone, ask the person to identify himself/herself.

Make sure the staff knows who you are and that they take necessary safety precautions such as checking your hospital wristband before giving you medication or taking you for a test.

5. **Tell us what else you might need to make your plan of care work best.** Tell us when you have pain, where the pain is and what it feels like. We will ask and want to know. Tell us if the medications or other treatments are helping your pain.

Don't be shy about telling us it is time for your pain medication, or if the medication did not help reduce your pain to a point that is acceptable for you. Pain is more difficult to control as it becomes worse—do not wait to tell us.

6. **Notice the care and treatments you are receiving on an ongoing basis.** Know the name, purpose, dosage and possible side effects of all your medications. Tell us if you are having any side effects. After taking your medication, tell your healthcare providers if you feel or notice anything that you did not expect.

Remind your doctor or nurse about any allergies you have or negative reactions you have had in the past.

Ask when you are not sure about whether to chew or swallow your medicine.

Inform the nurse or doctor if you do not recognize a medication or it seems different. This could be:

- a different size, shape, or color of pill; for example, a capsule instead of a tablet.
- a different size, liquid color or label on an intravenous (IV).
- a different way or route for the medication to be given to you; for example, a shot instead of a pill.
- a different time of day when the medication is given; for example, a pill you are typically given in the morning is given in the afternoon.

7. **Educate yourself and your family about your diagnosis and treatment plans.** Your doctors, nurses, pharmacists, your public library, respected websites and well-known support groups are all good sources of information on your diagnosis and treatment. Read the written information provided by your care providers.

More tests and treatments are not always the only or best choices; rather, ask what a new test, medication or therapy is likely to do.

The TIGR System, a part of our patient education program, can help you understand how to manage your health condition. You can access this free service on your telephone by dialing **7800** and following the prompts in either English or Spanish. You will use the phone to select the correct television channel and access the menu of topics that

includes diabetes, pneumonia, heart attack, safety, cancer, baby care, and many others.

If you need assistance your nurse will be happy to help you and may even recommend topics you should view.

You will not be charged for the television or telephone service to access this learning system.

- 8. Request a trusted family member or friend to be your support person, your advocate.** Make sure your advocate understands your preferences and your wishes.

Review consents for treatments and procedures with this person before you sign them to make sure you understand to what you are agreeing. Request of your advocate to ask questions and write down answers if you are stressed or in pain.

Ask your advocate to help you with visitors and phone calls, so that you get the rest you need.

- 9. Identify a designated caregiver, if you wish to do so.** A designated caregiver may be a relative, spouse, partner, friend or neighbor with whom you have a significant relationship. You designate this individual to provide after-care assistance when you return home. Your designated caregiver will be provided instruction on your after-care assistance tasks.

- 10. Get ready for discharge as soon as possible.** We want you to feel ready for discharge before you leave Saint Peter's University Hospital. For a helpful discharge list, see page 27.

Patient Safety and You

Condition H—standing for Help—is a patient safety initiative activated by the patient, family or visitor.

If you or your family/visitor believe your medical condition is not being addressed or if there is a breakdown in communication with the nurse or physician, call **908-202-7088** from any hospital telephone for immediate assistance.

The call will be answered by one of the nursing directors or nursing supervisors. The Condition H team will come to the patient's room to assess the situation and alert additional clinical resources, as necessary.

Billing and Payment

For Billing Questions

If you and/or your family have any questions concerning your hospital bill, please contact a billing service representative in our Patient Accounts Department at **732-745-8550**.

He/she is trained regarding all phases of health insurance and can also assist you with financial arrangements.

Saint Peter's University Hospital is a non-profit hospital and depends upon prompt payments by our patients and their health insurance companies. In this way, we can provide the best health care possible.

Health Insurance

If your health insurance company requires pre-certification, you are responsible to obtain this before admission.

If you have health insurance, please give us your insurance identification card during admission. Payments from the health insurance company will be made directly to the hospital. Saint Peter's will bill your health insurance company after we confirm that your policy is active and that benefits can be paid directly to the hospital.

If you do not provide us with accurate, current information, we will be unable to bill your health insurance company. Therefore, you will be required to pay, prior to your admission, an estimated amount based on the scheduled services.

If you have health insurance that does not cover the complete cost of your care, you will be required to pay the difference prior to admission and before you receive the scheduled services.

If your health insurance requires co-payments and/or deductibles, you will be required to pay these amounts prior to admission and before you receive the scheduled services.

If you do not have health insurance, you will be required to pay 50 percent of the estimated final amount due. A statement showing the remaining balance due will be mailed to you. If needed, you can make monthly payments. Please call our Patient Accounts Department at **732-745-8550** about this option.

Billing and Payment

You are responsible for paying your hospital bill. Please remember that your hospitalization coverage is a contract between you and your health insurance company. If you have health insurance coverage, Saint Peter's will bill your health insurance company.

We will contact your health insurance company if there is any problem in processing the claim. However, if we do not receive payment from them in about 45 days, we will contact you for payment. You may then seek a refund from your health insurance company.

Please keep in mind that your hospital bill includes fees for the use of the hospital and equipment, as well as the time of the hospital personnel. Your hospital bill does not include the fees of your physician(s) such as radiologists, anesthesiologists, pathologists, cardiologists, psychiatrists and emergency medicine physicians. You or your health insurance company will be billed separately by the physician(s) for these fees.

Also note that your hospital will include charges for personal items such as guest meals, the private room charge, etc. These charges must be paid upon discharge (and are not eligible for health insurance reimbursement).

If you and/or your family have any questions concerning your hospital bill, please contact a billing service representative in our Patient Accounts Department at **732-745-8550**.

If there are financial difficulties that make the deposit or full payment impossible, please contact our Resource Services Department at **732-745-8600, extension 5019** as soon as possible. Together, we can develop a payment schedule or determine if you qualify for New Jersey Medicaid, New Jersey Charity Care, or Saint Peter's Compassionate Billing Rate.

New Jersey Charity Care

Under the State of New Jersey's Charity Care Program, Saint Peter's University Hospital provides free care or care for reduced charges to a patient who qualifies, regardless of race, age, religion, national origin, gender or any other grounds unrelated to the patient's need for service.

To get a list of required documents to complete a Charity Care application, please contact our Resource Services Department at **732-745-8600, extension 5019**.

When all of your documents are gathered, contact our financial counselors at **732-745-8600, extension 5019** to schedule an appointment. Financial counselors can meet with you Monday through Friday, 8:00 a.m. to 4:00 p.m. Limited weekend appointments are also available. In-person or telephone interpreters are available for anyone speaking a language other than English.

If you do not qualify for free care or reduced charges and believe a decision error was made, you may submit an appeal by writing to:

Manager of Resource Services
Saint Peter's University Hospital
254 Easton Avenue
New Brunswick, NJ 08901

Ambulance Charges

During your stay at Saint Peter's, there may be times when your physician will want to send you to another facility, either for special tests, procedures and/or evaluations. This will require transportation by an ambulance.

If you are discharged and use the ambulance for transportation to your home or to another hospital, this one-way transportation will be billed directly by the ambulance company to your health insurance company. You will be responsible for any fees your insurance company does not cover.

Connect online to Good Health!

[My Saint Peter's Health](#)

[Connect](#) enables communication with your provider about non-urgent matters when it's most convenient for you—all you need is an Internet connection. You can send a message from your computer at home or work, saving time and maybe even an office visit. Just go to saintpetershcs.com/MySaintPeters

Online Payment

You may pay your bill online by enrolling with Saint Peter's Online Business Office. This free service lets you use your Visa, MasterCard, Discover or American Express to pay your bill and gives you access to your account information 24 hours a day, 7 days a week. Make changes to your personal information or view recent insurance payments by signing into your account when it is most convenient for you. It's simple and secure.

Go to saintpetershcs.com and choose "Patients & Visitors" on the top navigation bar. Select Billing and Payment Guide under Patients and click on "My Saint Peter's Health Connect Patient Portal" to enroll.

Medical Necessity

Saint Peter's University Hospital is required to comply with state and federal laws, which state that hospital admissions are subject to review by the Quality Improvement Organization. This program represents the efforts of local physicians working together to ensure that your admission and continued stay in the hospital are medically necessary and that the quality of services provided to you meet professionally recognized standards of care.

Your health insurance company may also review the medical necessity for your hospitalization and authorize benefits based on your coverage.

If it is determined that your condition does not require inpatient acute hospital care, you may receive a written notice. If this occurs, your health insurance company will discontinue payment for hospital services on the effective date stated in the notice. Any hospital stay beyond the notification letter will not be covered by health insurance, and you will be financially responsible for any additional time in the hospital. Be assured that a decision regarding termination of benefits will be made only after a conference between your doctor and a physician advisor.

Early planning for discharge is beneficial for you and your family. It can help prevent a denial of health insurance coverage. Saint Peter's Care Coordination staff, working with you, your family and your physician, can assist by arranging a plan of care to meet your needs after you leave the hospital.

Your Discharge

Preparing for your discharge begins on admission. On the day of your discharge, your nurses are required to complete a number of forms and review important information with you. This begins after your doctor has written the order allowing you to leave the hospital. We appreciate your patience through your discharge experience as it is designed with your safety in mind.

Please make plans for someone to take you home. If possible, please send most of your belongings home prior to the day of discharge.

In maternity, the mother and her baby will be transported to the car in a wheelchair. The baby should be placed in his or her car seat while in the hospital to ensure a proper fit. The base of the baby's car seat should remain in the car, secured in the back seat of the car in the rear-facing position. By taking these steps, you will only need to place the baby and car seat in the already secured base.

In the Neonatal Intensive Care Unit (NICU), the baby is not discharged by wheelchair. Rather, a member of the NICU staff carries the baby out of the hospital, whether or not the mother has been previously discharged.

In other areas, if you, your doctor or your nurse feels you need a wheelchair, Transport Services will be called by the nurses' station and a wheelchair will be brought to you. Otherwise, you may walk to the car after receiving your discharge information from the nurse. In all cases, the person taking you home should bring the car to the area marked "Patient Discharge" where you may be picked up.

We want you to feel ready.

- ✓ Ask any questions about what you can expect (or cannot expect) when you go home.
- ✓ Review your discharge instructions about medications, allergies (food/medications), wound care, physical limitations, dietary restrictions, safety precautions, and when you should next see your doctor.
- ✓ Know what symptoms are "normal," which ones might or should cause you concern and when to call your healthcare provider. Before you are discharged from the hospital, you can learn more about your condition through our free patient education system, known as TIGR. Just use the phone and TV in your room to scroll through a menu of options to help prepare you for returning home. (See page 15 for details.)
- ✓ Be sure you are familiar with and comfortable about the working of any equipment you will need to use.
- ✓ Make sure you can read the prescriptions given to you by your doctor before you leave.
- ✓ Know which of your previous medications you should or should not continue to take with any newly prescribed medications.



Saint Peter's Healthcare System

The Saint Peter's Healthcare System provides many health and wellness services that offer care to everyone at all stages of life.

Saint Peter's University Hospital

Saint Peter's University Hospital is a non-profit, 478-bed acute care teaching hospital sponsored by the Roman Catholic Diocese of Metuchen. Saint Peter's brings the latest medical practices and highly skilled professionals to the bedside. We employ more than 2,600 healthcare professionals and support personnel, and more than 900 doctors and dentists are on staff at our hospital. We treat more than 30,000 inpatients and more than 200,000 outpatients yearly. Saint Peter's provides a broad array of services to the community—from sophisticated care of premature babies as a state-designated regional perinatal center, geriatric medicine, to our new Robert and Joan Campbell Adult Emergency Department. The Sharon and John Hajjar, MD Fast-Track area allows patients with acute but non-life-threatening conditions to be diagnosed, treated, and released within 90 minutes.

Dial **732-745-8600**

Visit saintpetershcs.com/saintpetersuh

The Children's Hospital at Saint Peter's University Hospital

Caring for children has always been very important for Saint Peter's. As a state-designated children's hospital, we offer many specialty services for children. We care for high-risk babies and seriously ill children in our Neonatal Intensive Care and Pediatric Intensive Care units. Our Child Life Program helps to educate and prepare children for their stay at Saint Peter's, while our Pediatric Emergency Department can handle any injury or illness a child may have. At The Children's Hospital at Saint Peter's we care for 9,000 inpatients and over 45,000 outpatients each year in our facilities and the Dorothy B. Hersh Pediatric Emergency Department.

Dial **732-565-KIDS (5437)**

Visit saintpetershcs.com/spchildrenshospital

Saint Peter's Foundation

As the fundraising arm of Saint Peter's Healthcare System, Saint Peter's Foundation relies on generous contributions from members of the communities Saint Peter's serves. These funds help us to strengthen our programs, maintain and upgrade facilities and provide for new technologies, allowing us to continue to provide the best care for our patients.

We offer assistance in exploring gift opportunities and can provide you with information about how to make a gift. We welcome your interest and will answer any questions you may have about supporting Saint Peter's.

Dial **732-745-8542**

Visit saintpetershcs.com/Foundation

Auxiliary of Saint Peter's University Hospital

The Auxiliary of Saint Peter's University Hospital is a dynamic group of over 150 members from all walks of life who work to create community understanding and support for the Saint Peter's mission, projects and goals. The Auxiliary sponsors many events, including the annual fashion show to raise funds for the hospital.

Dial **732-745-6641**

Visit saintpetershcs.com/Foundation/Auxiliary





Diabetes and Hypertension Center

To help those who are at risk for or diagnosed with diabetes and hypertension better manage their health, Saint Peter's operates a patient-centered medical home to serve adults 18 years of age and older (excluding women who are pregnant). This patient-centered medical home helps individuals who do not have insurance or insufficient insurance to cover healthcare services for these chronic diseases.

Dial **732-339-7672**

Visit saintpetershcs.com/Our-Services/Adult-Care/Diabetes-and-Hypertension-Center

The National Gianna Center for Women's Health and Fertility

The Gianna Center provides primary care and specialized obstetrical and gynecologic care. The Gianna Center is uniquely qualified to care for women of all ages and at all stages of life, offering two new women's health services – the Creighton Model Fertility Care™ System and NaProTechnology, both of which allow a natural, restorative, scientifically based approach to monitoring your health and managing your fertility.

Dial **732-565-5490**

Visit saintpetershcs.com/giannacenter

Saint Peter's Physician Associates

Saint Peter's Physicians Associates is a network of primary care and specialty physicians' services from Pediatrics to Primary Care, from Cardiology to Oncology, from Breast Health to Surgery and from Maternal-Fetal Medicine to Fertility.

Dial **732-339-7717**

Visit spphysicianassociates.com

Saint Peter's Health & Management Services Corporation

Saint Peter's Health & Management Services Corporation focuses on the wide group of the system's non-hospital related healthcare services.

CARES Surgicenter

Today, many surgical patients are looking for little disruption to their lives and would rather rest and recover in the comfort of their own homes. The CARES Surgicenter, located in the Center for Ambulatory Resources next to the hospital, helps over 10,000 children and adults requiring same-day surgery do just that each year. Here we offer complete medical services in our state-of-the-art facility with seven operating rooms and two minor procedure rooms for colonoscopies and endoscopies; general, breast, ear, nose and throat (ENT), gynecologic, orthopedic, pediatric, ophthalmologic, cosmetic and reconstructive, podiatric and urological surgeries.

Dial **732-565-5400**

Visit saintpetershcs.com/CARESSurgicenter

New Brunswick Cardiac Catheterization Lab

The cardiac catheterization lab, located in the Center for Ambulatory Resources next to the hospital, combines a healing setting with advanced procedures and technologies. Patients benefit from the latest in imaging technology and monitoring and clinical reporting computer software. Emergency angioplasty, a procedure that is highly effective in restoring blood flow to the heart and in helping to ensure survival in heart attack patients, is performed here. Inpatient and outpatient cardiology services, including cardiac catheterization, are also available in Saint Peter's University Hospital.

Dial **732-565-5468**

Visit saintpetershcs.com/NBCardiacCath

Saint Peter's Healthcare System Telephone Directory

Please Note

You may dial the listed extensions from any phone in the hospital. If outside the hospital, please dial the main hospital number, **732-745-8600**, then "1" and the extension.

Billing

732-745-8550

Care Coordination

732-745-8522

Patient Information

732-745-8515

To find a physician

Dial **1-855-SP-MY-DOC**

1-855-776-9362

or visit saintpetershcs.com/FindAPhysician.

Security

Extension 6010

To report an emergency

Dial **112** from any in-hospital phone.

Admitting	8540
Audiology	6026
Auxiliary of Saint Peter's University Hospital	6641
Billing	8550
Breast Center	732-846-3300
Cardiology	8576
Care Coordination	8522
CARES Surgicenter	5400
Center for Sleep and Breathing Disorders	6055
Children's Hospital	732 565-KIDS (5437)
Crisis Resources	
Child Abuse	877-NJ-ABUSE
Domestic Violence	800-572-SAFE
Elder Abuse – Middlesex	732-745-3635
Elder Abuse – Somerset	908-526-8800
Homelessness Prevention	732-246-3498
Post Partum Depression	800-328-3838
Psychiatric Services – Middlesex	732-235-5700
Psychiatric Services – Somerset	908-203-5077
Rape Crisis and Counseling	732-321-1189
Rutgers Student Counseling and Psychological Services	732-932-7884
Rutgers Student Alcohol and Drug Assistance Program	732-932-7402, ext. 233
Suicide Prevention	800-273-TALK
Culinary and Nutrition Services	7884
Customer Service	5435
Diabetes and Hypertension Center*	732-339-7672
Diabetes Nutrition Classes	8428
Emergency Departments	
Robert and Joan Campbell Adult Emergency Department	732-745-8525
Dorothy B. Hersh Pediatric Emergency Department	732-937-6009
Gift Shop On Park	8322
Health Information Management (Medical Records)	8511
Laboratory	8506
Mail	8330
Meal Service	7884
Medical Records (Health Information Management)	8511
New Brunswick Cardiac Catheterization Lab	5458
Nursing Office	8553
Occupational Therapy	8570

*A patient-centered medical home

Outpatient Nutrition Services	7930
Pastoral Care	8565
Patient Access Services (Admitting)	8540
Pediatric Information	8515
Physical Therapy	8570
Pulmonary Function Lab	8373
Radiation Oncology	6685
Radiology – Main Department	8530
Radiology – Scheduling	6517
Respiratory Therapy	8374
Restaurant 2FIFTY4	7773
Restaurant Takeout	8816
Saint Peter’s Adult Day Center	609-655-6853
Saint Peter’s Foundation	732-745-8542
Saint Peter’s Physician Associates	732-339-7717
Saint Peter’s Sports Medicine Institute	732-565-5455
Saint Peter’s University Hospital	732-745-8600
Saint Peter’s Urgent Care Center (Skillman)	609-497-4597
Security	6010
Service Excellence	5435
Speech Therapy – Adult	8687
Speech Therapy – Pediatric	8501
Telephone Helpdesk	7000
Television Services	7790
Urgent Care Center (Skillman)	609-497-4597
Volunteer Services	8573
Women’s Imaging Center	6686
Wound Care Center® and Hyperbaric Services	6199



254 Easton Avenue
New Brunswick, NJ 08901
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Catholic hospital sponsored by the Diocese of Metuchen
State-designated children's hospital and regional perinatal center
Major Clinical Affiliate of Rutgers Biomedical and Health Sciences
Affiliate of The Children's Hospital of Philadelphia

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