

PATIENT'S BILL OF RIGHTS

All Hospitals and nursing facilities have the responsibility to ensure that their patients retain their independence in expression, decision making, actions, and personal identity. In return, New Bridge Medical Center has the right to expect reasonable and responsible behavior from its patients and their families and friends. We will endeavor to ensure that you retain the following mandatory patient/resident rights throughout your hospitalization and association with New Bridge Medical Center. None of these rights shall be abridged or violated by the facility or any of its staff or vendors.

AS A PATIENT, YOU HAVE THE RIGHT TO:

MEDICAL CARE

To retain a physician of the patient/resident's choice from the Bergen Regional staff at the resident's own expense or through a health care plan.

To receive the care and health services that the nursing facility is providing according to scope of care and services.

To receive in an understandable language to the patient/resident, an explanation from your physician of your complete medical condition, recommended treatment, expected results, risks involved, and reasonable medical alternatives. (If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given to your next of kin or guardian.)

To give informed, written consent prior to the start of specified, non-emergency medical procedures or treatments. Your physician must explain to you—in words you understand—specific details about the recommended procedure or treatment, any risks involved, time required for recovery, and any reasonable medical alternatives.

To refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of this action and to be offered a listing of alternative treatment choices.

To be included in experimental research only if you give informed, written consent. You have the right to refuse to participate.

To have your pain assessed and treated upon admission and throughout your hospitalization.

COMMUNICATION AND INFORMATION

To be informed of the names and functions of all health care professionals providing you with personal care.

To receive, as soon as possible, the services of a translator or device or interpreter if you need one to help you communicate with the hospital's health care personnel.

To be informed of the names and functions of any outside health care and educational institutions involved in your treatment. You may refuse to allow their participation.

To receive, upon request, the 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 summary of your patient rights from which department that includes the name and phone number of the hospital staff member to whom you can ask questions or complain about any possible violation of your rights.

MEDICAL RECORDS

To have prompt access to the information in your medical record. If your physician feels that this access is detrimental to your health, your next of kin or guardian has a right to see your record.

To obtain a copy of your medical record, at a reasonable fee, within 30 days after a written request of 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 any public assistance and private health care benefits to which you may be entitled.

To be assisted in obtaining public assistance and the private health care benefits for which you may be eligible. The hospital is required to advise you about coverage and to provide information and other assistance you may need to qualify and file for benefits or reimbursement.

DISCHARGE PLANNING

To receive information and assistance from your attending physician and other health care providers if you need to arrange for continuing health care after your discharge from the hospital.

To be informed in writing of a discharge due to non-payment of fees or inappropriate facility for patient/resident needs.

To receive sufficient time before discharge to arrange for continuing health care needs.

To be informed by the hospital about any appeal process to which you are entitled by law if you disagree with the hospital discharge plans and to be apprised of the patient/resident right of appeal.

TRANSFERS

To be transferred to another appropriate facility only when you or your family has made the request, or when the transferring hospital is unable to provide you with the care you need.

To receive an advance explanation from a physician or discharge planner/team in Long Term Care of the reasons for your transfer and possible risks and alternatives.

PERSONAL NEEDS

To be treated with courtesy, consideration, and respect for your dignity, individuality and cultural diversity.

To have access to storage space in your room for private use. The hospital must also have a system to safeguard your personal property.

To contract directly with New Jersey licensed registered professional nurse of your choosing for private, professional nursing care during your hospitalization. The hospital, upon request, will provide you with a list of local, non-profit professional nurses' association registries that refer nurses for private, professional nursing care.

FREEDOM FROM ABUSE AND RESTRAINTS

To freedom from physical and mental abuse.

To freedom from chemical and physical restraints, unless they are authorized by a physician for a limited period of time to protect the safety of you or others.

PRIVACY AND CONFIDENTIALITY

To have physical privacy during medical treatment and personal hygiene functions, unless you need assistance for your own safety.

To confidential treatment of information about you. Information in your records will not be released to anyone outside the hospital without your approval, unless it is required by law, third party payment contract, or the New Jersey Department of Health.

LEGAL RIGHTS

To treatment and medical service without discrimination based on age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay, or source of payment.

To exercise all your constitutional, civil, and legal rights to which the patient/resident is entitled by law regarding without being threatened or punished.

QUESTIONS AND COMPLAINTS

To present questions or grievances to a designated hospital staff member and to receive a response in a reasonable period of time. The hospital must provide you with the address and telephone number of the New Jersey Department of Health agency that handles questions and complaints. You must directly contact the NJ Department of Health Complaint Hotline at 1- 800-792-9770, and Office of the Ombudsman for the Institutionalized Elderly. These names, addresses and telephone numbers shall be posted in a conspicuous place near every public telephone and on all public bulletin boards in the facility except in designated areas in Long Term Care.

This list of Patient's Rights is an abbreviated summary of the current New Jersey law and regulations governing the rights of hospital patients. For more complete information, consult NJ Department of Health Regulations N.J.A.C.8:43G-4, or Public Law 1989-Chapter 170, available through your hospital.

PATIENT'S RESPONSIBILITIES

PROVISION OF INFORMATION

A patient/resident has the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other health related matters to the best of his/her knowledge. Patient/resident has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient/resident is responsible for making it known whether he/she clearly understands a contemplated course of action and what is expected of him/her.

COMPLIANCE WITH INSTRUCTIONS

A patient/resident is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinate plan of care and implement the responsible practitioners' orders, and as they enforce the applicable Hospital rules and regulations. The patient/resident is responsible for keeping appointments and, when is unable to do so, for any reason, for notifying the responsible practitioner or the Hospital.

REFUSAL OF TREATMENT

The patient/resident is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

HOSPITAL CHARGES

The patient/resident is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.

HOSPITAL RULES & REGULATIONS

The patient/resident is responsible for following Hospital rules and regulations affecting patient care and conduct.

RESPECT AND CONSIDERATION

The patient/resident is responsible for being considerate of the rights of other patients/residents and Hospital personnel, and for assisting in the control of noise, smoking and the number of visitors. The patient/resident is responsible for being respectful of the property of other persons and of the Hospital.