



CentraState Healthcare System®

Patient Guide



ACCESS YOUR HEALTH INFORMATION ONLINE

Join MyCentraState Today!

MyCentraState is a patient portal that gives you 24/7 access to health information and tools to assist you in managing your health. It's a free, secure, personal, and easy online health management tool for our patients.

The patient portal allows you to:

- Access your test results, emergency department records, discharge instructions, and more.
- Link to health education information.
- Request a change in your records or demographic information.
- Request your medical record.
- Communicate via secure message/email with your health provider regarding routine health management.

Register Today

 centrastate.com/patient-portal



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Welcome to CentraState:



On behalf of the entire staff of CentraState Healthcare System, I extend a cordial welcome. Regardless of whether you are a patient, a family member, or a visitor, you are our guest and we hope you have a pleasant experience. Our goal is to provide you with quality medical services, a courteous and professional staff, and a warm environment.

During your visit, you may have questions about the services we provide at CentraState. In this guide, you will find patient education resources and other useful information you may refer to during your time with us. You will also find information about the medical center and the many other services CentraState Healthcare System offers.

If there is anything we can do to make your stay more comfortable, please do not hesitate to contact a member of our medical, nursing, or volunteer staff. You can reach your patient representative by dialing extension 2707.

Thank you for selecting CentraState Healthcare System for your healthcare needs.

Wishing you good health.

Sincerely,

A handwritten signature in black ink, reading "John T. Gribbin".

John T. Gribbin, FACHE
President and CEO
CentraState Healthcare System

The information contained in this booklet is subject to change. Please feel free to direct any questions to your nurse manager or patient representative.

About CentraState

CentraState Healthcare System is a private, not-for-profit health organization. Our mission is to enhance the health and well-being of our communities through the compassionate delivery of quality healthcare.



The organization consists of:

- An acute-care, independent community medical center, licensed for 284 beds. The facility provides leading-edge technology with a top notch team of over 500 board-certified or eligible physicians. We also offer outstanding patient care from a team of Magnet award-winning nurses.
- Donna O'Donnell, RN Medical Arts Building: Offers Same Day Surgery Center, Cardiac Catheterization Lab, Endovascular Lab and Statesir Cancer Center.
- Star and Barry Tobias Ambulatory Campus: A modern outpatient center that offers a variety of health and wellness programs focusing on prevention and rehabilitation. Services include: The Star and Barry Tobias Health Awareness Center; CentraState Fitness & Wellness Center; the OceanFirst Rehabilitation Center; Central Jersey Wound Treatment Center; Thomas J. Blanchet Cardiac Diagnostic Center; Cardiac Rehabilitation; Gloria Saker Women's Heart Program; Linda E. Cardinale Multiple Sclerosis Center; Center for Sleep Disorders; dialysis; café; day care center; a surgery center; pharmacy; private physician offices and the Jack Aaronson Conference Center.
- Applewood: A lifecare retirement community that offers independent living, assisted-living and skilled nursing options.
- Monmouth Crossing: Freehold's first assisted-living community.
- The Manor Health and Rehabilitation Center: A skilled-nursing facility that accommodates short and long-term stays and sub-acute rehabilitation services.
- Family Medicine Residency Program: An innovative Rutgers University sponsored residency program training family medicine physicians in comprehensive patient-centered care.
- CentraState Medical Offices – Located in Marlboro, East Windsor, Jackson and Monroe, these facilities offer a wide variety of healthcare services, from private physician practices, to health education classes, to a satellite lab and rehabilitation center.
- Family Practice of CentraState—Located in Freehold Township, Colts Neck, East Windsor, Marlboro, Monroe, and Jackson, the family medicine practice offers complete care for people of all ages—from infants to seniors.
- CentraState Healthcare Foundation: Charitable division that supports CentraState and community programs.

CentraState is:

Accredited By:

American Academy of Sleep Medicine
American Association for Cardiovascular and Pulmonary Rehabilitation
American College of Cardiology Chest Pain Accreditation
American College of Radiology (Star and Barry Tobias Women's Health Center, CT, Nuclear Medicine, Radiation Oncology, Ultrasound) *Diagnostic Imaging Center of Excellence™* (DICOE)
American College of Surgeons' Commission on Cancer (accredited as a Community Hospital Comprehensive Cancer Program)
American Nurses Credentialing Center
American Heart Association (certifying agency for Advanced Cardiac Life Support and Basic Life Support)
CEO Roundtable on Cancer
College of American Pathologists
Continuing Care Accreditation Commission
Intersocietal Commission for the Accreditation of Vascular Laboratories (Ultrasound)
The Joint Commission (Medical Center, Central Jersey Wound Treatment Center, Total Joint Center of New Jersey, Primary Stroke Center, Heart Failure)
New Jersey Department of Health for Blood Banks
Society of Cardiovascular Patient Care for Chest Pain Accreditation
Surgical Review Corporation: Center of Excellence in Metabolic and Bariatric Surgery

Licensed By:

New Jersey Department of Health and Senior Services

Approved By:

American Dental Association
American Medical Association for Continuing Medical Education

A Member Of:

American Association of Homes and Services for the Aging
American Hospital Association
American Society of Clinical Pathology
Consortium of Multiple Sclerosis Centers
National Disaster Medical System
National Lymphedema Network
National Multiple Sclerosis Society
New Jersey Association of Mental Health Agencies
New Jersey Association of Non Profit Homes for the Aging
New Jersey Hospital Association
New Jersey Society of Health System Pharmacists
Schizophrenia Foundation of New Jersey

Laboratory Certified By:

American College of Clinical Pathologists
Center for Medicare and Medicaid Clinical Laboratory Improvement Amendments (CLIA 88)
College of American Pathologists (CAP)
New Jersey Department of Health and Human Services

Telephone Directory

When dialing outside CentraState Medical Center, dial the full number including area code. When dialing in-house, simply dial the last four digits of the numbers beginning with 294.



Statesir Cancer Center	855-411-CANCER
Cardiac Rehabilitation	732-294-2918
Care Coordination	732-294-2835
CentraState Healthcare Foundation.....	732-294-7030
Confidential Compliance Hotline	800-826-6762
Diabetes Services	732-294-2574
Dietitians	732-294-2766
Fitness & Wellness Center	732-845-9400
Gift Shop	732-294-2648
Gloria Saker Women’s Heart Program	732-637-6366
Housekeeping (Environmental Services)	732-294-2690
Maintenance/Facilities Services	732-294-2612
Patient Information	732-294-2600
Patient Representative	732-294-2707
Physician Finder	(866) CENTRA7 (236-8727)
Room Service Meals	732-294-3456
Safety/Security.....	732-294-2801
Senior Services	
Applewood (Senior Living).....	732-780-7370
The Manor (Subacute Rehab)	732-431-5200
Monmouth Crossing (Assisted Living).....	732-303-8600
Sober Solutions (Drug and Alcohol Treatment Referral)	877-696-0843
Social Services	732-294-2835
Star and Barry Tobias Health Awareness Center	732-308-0570
Star and Barry Tobias Women’s Health Center	732-294-2626
Volunteer & Guest Services.....	732-294-2622

During Your Stay

Appliances

All medical devices brought to the hospital must be inspected by the biomedical department before use. Please call ext. 2610 for inspection.

ATM

ATMs are available in the main lobby of the medical center and at the Liberty Café in the Star and Barry Tobias Ambulatory Campus.

Bioethics Committee

The main purpose of the bioethics committee is to provide guidance and education on ethical issues to patients, families, physicians and employees. This is a multi-disciplinary committee whose membership includes staff from CentraState Healthcare System and the community. The members represent various disciplines, including medical staff, nursing, social work, respiratory therapy, mental health, dietary, administration, legal counsel, community clergy and members of the community.

The bioethics rapid response team is comprised of key members of the bioethics committee. Physicians and hospital staff may call upon the team when an ethical problem arises that needs a prompt resolution. Meetings are held to clarify issues, suggest resolutions, and provide support. To access the rapid response team call:
Vice President/Chief Medical Officer ext. 2780

Calling Your Nurse

For patients: When calling for your nurse, please use the call button at your bedside.
For family members/significant others: Please refrain from calling the nurse between 7 to 11 a.m and 7 to 10 p.m. as the nurses are communicating the care of your loved one with the oncoming nurse and providing high quality care.

Chaplain

CentraState’s chaplain and director of pastoral care is here to provide spiritual and emotional support to patients and families, as well as providing for special religious needs, through the on-call clergy, drawn from various faith traditions. Please call the pastoral office, ext. 2744, or nursing administration at ext. 2656.

Dining

Food Service

The five star room service dining program allows patients to order breakfast, lunch and dinner as desired by selecting from a restaurant-style menu featuring a wide array of choices—all of them free of trans fats, along with numerous healthy selections including our “Nutrilicious Meals,” which are created to be well balanced and heart healthy. Food service offers a full line of dietary modifications, including vegetarian, kosher, carbohydrate controlled and other specialized items. For menu service, call ext. 3456.

CentraStar Café

Located in the main lobby of the medical center. Offers a line of breakfast, lunch, and dinner foods. Features specialty coffees and bakery items.

Liberty Café

Conveniently located on the main floor of CentraState's Star and BarryTobias Ambulatory Campus adjacent to the medical center, the Liberty Café serves a wide variety of breakfast, lunch and dinner selections as well as healthy snack items and beverages, including specialty coffees and teas. On-site seating is available — both indoors and at outdoor courtyard tables, weather permitting — as well as takeout. Call-ahead takeout service is available by calling ext. 2599.

The cafeteria located on the basement level is for employees and physicians only.

Education

CentraState is committed to educating patients in an effort to provide the best quality care. A wide range of patient education resources are available to help you prepare for your discharge. Some of your questions may include the following: medications, diet, tests and procedures, activity allowed, and when to call your physician. Instructions may be given by different members of our healthcare team, which includes the nurse, respiratory therapist, social worker, physical or occupational therapist, dietitian and physician.

Our free patient education TV programming can be accessed from the main menu on your TV. Please ask your nurse for assistance. CentraState provides education through individual instruction, classes, print materials (handouts and instruction sheets), and videos. Information is also available in Spanish. Let your nurse or another healthcare team member know if you have any questions about your present medical condition or care. She/he will help to obtain the information you require.

Environmental Services

It is the desire of the environmental services department to maintain a clean, safe environment for everyone including patients, visitors and staff. The department can be reached directly at ext. 2690.

Gift Shop/Flowers/Balloons

Lori's Gift Shop, located in the main lobby of the medical center, carries various patient comfort items such as toothpaste and shampoo. You may also purchase flower arrangements and other gifts. Daily hours from 8:30 a.m. to 8 p.m. To minimize latex in the environment for those who are allergic, latex balloons are not allowed in the medical center.



Gratuities

The staff and volunteers are here to serve your needs. Gratuities are neither expected nor permitted. However, giving thanks with donations to honor a caregiver or remember a loved one are graciously accepted by CentraState Healthcare Foundation's Grateful Patient Program (see page 32).

Language Translation Services

CentraState provides language translation services for non-English speaking patients through in-demand video and voice interpreters. Your care provider will make arrangements for a translator.

Arrangements can also be made for the hearing impaired patient who needs to communicate by sign language. Please notify your care provider of your needs or contact the patient representative at ext. 2707.

Library

A patient library cart is available to patients who would like to borrow books. The cart makes regular visits to patient units. You can also contact volunteer services.

Mail

Your mail will be delivered to your room. Mail received after your discharge will be marked return to sender and returned to the post office. To mail a letter, give it to any volunteer.



Newspapers

Newspapers are available in the gift shop.

Parking

Visitors should park in “Visitor Parking” areas that are specially designated. Parking in handicapped areas is by permit only. Valet parking is also available at the front of the hospital and at the Star and Barry Tobias Ambulatory Campus side entrance. The service is offered on weekdays from 8 a.m. to 4 p.m.

Patient Portal

The MyCentraState patient portal offers you free personalized and secure online access to portions of your medical records. Please see the inside front cover of this booklet for access information. You may contact the health information management department at PatientPortal@centrastate.com or call 732-294-2750 for assistance.

Patient Representative

The volunteer and employee patient representatives are a direct link between you, your family, and the hospital staff. He/she will visit regularly and will be happy to explain policies, answer non-medical questions or assist in accommodating any special needs. To contact a patient representative, dial ext. 2707.

Care Coordination/Social Work

The staff can assist you and your family with concerns or problems associated with your hospitalization. They can also assist you and your family with discharge planning and referrals to appropriate resources for home care.

Pharmacy

CentraState Specialty Script and Surgical is a pharmacy and durable medical supply store on the first floor of the Star and Barry Tobias Ambulatory Campus. Specialty Script, while operating independently of the hospital's in-house pharmacy, supports the continuity of care for newly discharged emergency department patients, inpatients and those receiving outpatient care at the Star and Barry Tobias Ambulatory Campus, the medical center and the Donna O'Donnell, RN Medical Arts Building. The pharmacy accepts most insurances. The phone number is (732) 414-1977.

Photography

Due to security and patient privacy, photography is not permitted anywhere on CentraState grounds with the exception of our maternity department where photos may be taken in patient rooms only.

Private Duty Nursing

Arrangements for private-duty nursing should be made through nursing administration. Please ask your nurse for more information.

Safety

Fire Safety

Fire drills are conducted regularly and are not a cause for alarm. In the event of a fire, patients in the affected area will be evacuated by staff members. All others should remain calm and stay in their rooms. All fire doors will close, and doors to rooms will be closed by the nursing staff until the alarm is over.

Patient Safety

CentraState Medical Center is concerned about patient safety and quality of care. If a patient experiences a sudden change in heart rate, breathing, mental status or condition, the nurse is to be notified by the call bell and asked to immediately respond and evaluate the patient. If the patient's condition cannot be stabilized, the nurse may place a call to the medical response team. The team is composed of a physician, critical care registered nurse, respiratory therapist, and the nursing administrative coordinator. The purpose of this team is to provide expert evaluation and treatment of patients to prevent further medical deterioration. The team can stabilize the patient or transfer the patient to a higher level of care, such as telemetry or critical care. Patients and families are sometimes the first to know when things are not right, and CentraState wants to be responsive to your needs and provide the best care possible.

At CentraState, we are committed to providing you with quality care. Quality care includes care that is safe. Some of the actions that you should see while in our care include:

1. Caregivers must disinfect their hands before they provide your care. Feel free to ask them if they have done so.
2. Staff must check at least two patient specific identifiers when providing care, treatment or services. Patient name and ID number and/or date of birth, are checked before administering medications or blood products and collecting blood samples.
3. For surgery patients, several members of the team will ask you what type of surgery you are scheduled for and the site will be marked in most cases. This will ensure that you are the correct patient having the correct surgery.
4. To protect our infants, we have installed a state-of-the-art security system, revised policies, and raised awareness of staff and patients with color coded badges.
5. As per the New Jersey State Department of Health and Senior Services program you may be screened for methicillin-resistant *Staphylococcus aureus* (MRSA).
6. Assist devices are used at CentraState Medical Center to assure that transfers are performed safely. Patients may refuse the use of assisted patient handling.

Patient Safety Continued

We have adopted many other safeguards throughout the facility to ensure that you are cared for safely. The items noted are just a few of the most important steps. This way, you too can participate in your safe, quality care while here at CentraState. Please speak to your physician and nurse if you have any questions.

Fall Prevention for Patients During Hospital Stay

- If you are told you are at high risk for a fall, wait for assistance before getting up from the bed or chair.
- Do not leave your patient care unit without the approval of your physician and nursing staff.
- Bring your glasses or hearing aid if you usually wear them. Many falls can be prevented by improving your vision or hearing.
- Keep all necessary items within arm's reach. Example: tissues, phone and water pitcher.
- Be aware of telephone cords, rugs, door sills, uneven surfaces, footstools and other objects on the floor. They can be hazardous.
- Take extra precaution when walking with your IV pole, especially in doorways.
- Eat soon after waking up to avoid lightheadedness.
- Improve balance by:
 - Avoiding tilting your head back.
 - Sitting up slowly.
 - Dangling your legs at the side of your bed before standing.
 - Not walking on wet surfaces.

Standard Precautions

We practice standard precautions in the care of ALL patients. The use of standard precautions is a protective and preventative measure taken to ensure that both patients and personnel are safeguarded against the spread of infections.

Standard precautions involve the following approach to patient care by our personnel:

- Hand hygiene before and after patient care.
- Gloves are worn when touching blood or body fluids.
- Gowns are worn when soiling of clothing is likely.
- Masks and goggles are worn when splashing may occur.
- Proper disposal of needles and sharp instruments.
- Proper disposal of linen and trash.

Standard Precautions Continued

Standard precautions have been recommended by the following agencies:

- Centers for Disease Control
- American Hospital Association
- New Jersey State Department of Health
- Department of Labor OSHA
- The Joint Commission

Infection Prevention and Control for Patients and their Families

Hand Hygiene:

- It only takes 15 seconds to clean your hands by using either soap and water or an alcohol-based hand rub.
- Use soap and water when your hands look dirty; otherwise, you can use an alcohol-based hand rub.
- Clean your hands often especially after using the restroom, before and after eating, and touching objects or surfaces in your hospital room.
- Tell your visitors that they must clean their hands before entering and leaving your room.
- Your healthcare providers must clean their hands every time they enter your room. You should remind them if they fail to do so.

Respiratory Hygiene:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in the waste basket.
- Clean your hands after coughing or sneezing.
- Wash hands with soap and water or clean with alcohol-based hand cleaner.

Note: You may be asked to put on a surgical mask to protect others.

Isolation Precautions:

- Isolation precautions are a way to stop the spread of certain germs from one person to another.
- The type of isolation precautions are based on the type of germ.
- An isolation precaution sign will be placed on your door.
- Before entering and leaving an isolation room, your visitors and healthcare workers must follow the instructions on the isolation precautions sign on your door.
- Your visitors as well as healthcare workers may be required to wear gowns, gloves, and/or face masks when entering an isolation room which must be removed before leaving the room.
- All visitors entering an isolation room must disinfect their hands before entering and leaving the isolation room.

Isolation Precautions Continued

- Patients in isolation and their visitors should not go into the pantry. A healthcare worker will assist you.

If you have any questions or concerns, please call the infection prevention nurses at ext. 2826 or ext. 2774.

Security

Security offers general assistance to patients and visitors 24 hours a day, seven days a week. Call ext. 2801 or call the operator to reach security.

Smoking

CentraState is committed to a smoke-free environment. The healthcare system is tobacco/ smoke-free on all campuses, including inside CentraState facilities, exterior surrounding grounds and parking lots. The policy applies to everyone while on CentraState property—employees, physicians, patients, visitors, students, vendors, etc. In the interest of health for all those at CentraState, we appreciate your assistance in achieving this goal.

Valuables

CentraState Medical Center will not be responsible for any damaged, lost, or missing property. All valuables must be sent home upon arrival. Any valuables remaining in the center must be given to a staff member and stored in the medical center's vault. We strongly urge you to leave all valuables and money at home, except for a small amount of cash or a check for newspapers and other items. When you are not using your eyeglasses and dentures, please keep them in a protective case. A denture cup can be provided by the staff on your patient unit. To prevent loss, do not leave dentures on your meal tray or wrapped in tissue.

Visiting Hours

At CentraState, we recognize the important role visitors can play in the recovery and well-being of our patients. We encourage family members and friends to visit often. However, rest and quiet for our patients are also important. Therefore, we ask that only two visitors be permitted in the patient's room at any given time.

All visitors are requested to obtain a visitor pass at the main lobby desk. Please be prepared to present a form of identification or have your picture taken for the visitor pass. Visitors are asked to check in each day they visit the hospital.

Quiet Time: A quiet environment promotes healing. In order to provide a quiet and healing environment for our patients, we have designated the hours of 2:30 p.m. to 4 p.m. and 9 p.m. to 5 a.m. as quiet time on our inpatient nursing units each day.

Visiting Hours *Continued*

We ask for your assistance in helping us reduce noise at all times when visiting patients.

If you have concerns about the noise level around your room, please feel free to contact a manager on your nursing unit or send us feedback through the “Talk To Us” option on your TV.

When visiting a patient, visitors should not bring food because many patients are following special diets.

Maternity

All visitors must be over 12 years of age, except for the newborn’s brothers or sisters. Children must be in good health and be accompanied by an adult. Visitors during labor are chosen by the mother. All other visitors must wait in the designated waiting room. A spouse or a significant other may stay overnight.

Critical Care Units (CCU/Step Down)

Please arrange with the nursing staff for a child’s visit. Only two visitors per patient are permitted at a time.

Patient Financial Responsibilities

CentraState Medical Center is a participating provider in many, but not all, insurance plans. Participation does not necessarily mean that your bill will be paid in full by your insurance. You should contact your insurance plan prior to receiving service to determine: a) if the service is covered at this facility, b) any referral or certification requirements, and c) the amount for which you will be responsible.

The medical center will submit your bill to any insurance, if billing information is provided, but cannot guarantee payment of the bill by the insurance carrier. A copy of your hospital bill will be provided upon request.

If you have any insurance, including Medicaid or Medicare, please bring your membership card and other pertinent information (e.g., motor vehicle insurance information or worker’s compensation claim numbers). If you do not have any insurance, refer to the NJ Hospital Care Payment Assistance fact sheet for information on the NJ Healthcare for the Uninsured Program. If you have insufficient insurance coverage, and/or cannot make payment before leaving, we request that you discuss financial arrangements with a financial counselor at 732-294-2601.

Medically necessary care will not be denied or delayed due to financial considerations. In all cases, patient health and well-being are the utmost concern of CentraState Medical Center. Many variable financial situations may arise. In certain

non-emergent situations, CentraState Medical Center may request a deposit prior to rendering service and/or prior to discharge, based upon estimated charges and estimated balances due, which insurance is not expected to cover.

Information About Doctors at CentraState

Physicians who participate in your care, including for example emergency room physicians, surgeons, radiologists, anesthesiologists, pathologists, and consultants are private practitioners and not employees or agents of CentraState Medical Center. **UNLESS OTHERWISE NOTED, THE PHYSICIANS AND OTHER INDEPENDENT PROVIDERS THAT PRACTICE AT CENTRASTATE ARE NOT EMPLOYEES OF CENTRASTATE. CENTRASTATE IS NOT RESPONSIBLE FOR THE CARE PROVIDED BY NON-EMPLOYED PHYSICIANS.**

Physicians who practice at CentraState must meet certain educational and experience requirements; however, CentraState is not responsible for the specific care provided to you by your physician. If you wish to change your physician, ask to speak with a nurse manager.

CentraState can not assure that all physicians or consultants participate with all insurance plans. Your physicians’ bills will be separate from the medical center bill. The 'New Jersey Out-of-Network Consumer Protection, Transparency, Cost Containment, and Accountability Act' law has been passed to reform healthcare insurance by enhancing consumer protections against certain surprise out-of-network bills. The law also aims to create a system to resolve certain healthcare billing disputes, contain rising costs, and measure success with respect to these goals. To learn more, please visit centrastate.com/billing-insurance/oon.

Anesthesiologists (Liberty Anesthesia)	(800) 431-5379
CentraState Specialists, P.C (CentraState Family Medicine Residency Practice).....	(732) 294-2540
Emergency Room Physicians (Central Jersey Emergency Medical Associates)	(866) 898-7142
Observation Room Physicians (Observation Medicine Specialists, LLC)	(866) 898-7142
Pathologists (Hackensack Pathology Associates, LLC)	(800) 213-5135
Pediatricians (Inpatient Pediatric Associates)	(866) 898-7142
Radiologists (Princeton Radiology Associates)	(732) 462-3302
Special Care Nursery Physicians (Central Jersey Newborn Care).....	(908) 829-3465

Financial Assistance Policy

The CentraState Medical Center Financial Assistance Policy (“FAP”) exists to provide eligible patients, partially or fully-discounted emergency or other medically necessary healthcare services provided by CentraState Medical Center. CentraState Medical Center and any substantially related entity are hereinafter referred to as CentraState. Patients seeking financial assistance must apply for the program, which is summarized herein.

Financial Assistance Policy *Continued*

Eligible Services – Emergency or other medically necessary healthcare services provided by the facility and billed by CentraState. The FAP only applies to services billed by CentraState. Other services which are separately billed by other providers may not be covered under the FAP.

Eligible Patients – Patients receiving eligible services, who submit a complete financial assistance application (“Application”), including related documentation/ information, and who are determined eligible for financial assistance by CentraState.

How to Apply – The FAP and Application may be obtained/completed/submitted as follows:

- Request documents be mailed to you, by calling CentraState’s patient financial counseling department at 732-294-2641 or patient financial services at 732-294-2565.
- Request documents by pick up, in-person at CentraState Medical Center, 901 West Main St., Freehold, NJ 07728. Go to the first floor, next to admitting. If you are a patient of the Greater Freehold Community Health Center, you may also visit the financial counselor at the main desk at 597 Park Avenue, Freehold, NJ 07728.
- Download the documents from CentraState's website: centrastate.com/billing-insurance
- Mail completed applications (with all documentation/information specified in the application instructions) to: CentraState Medical Center, Attention: Financial Counseling, 901 West Main St., Freehold, NJ 07728

Determination of Financial Assistance Eligibility – Generally, all uninsured patients are eligible for financial assistance. Additionally, underinsured patients may be eligible for financial assistance, using a sliding scale, when their family gross income is at or below 300% of the Federal Government’s Federal Poverty Level (“FPL”). Eligibility for financial assistance means that eligible patients will have their care covered fully or partially, and they will not be billed more than “Amounts Generally Billed” (“AGB”) to insured persons (AGB, as defined in IRC Section 501(r) by the Internal Revenue Service). Financial assistance levels, based solely on family gross income and FPL, are:

- Family gross income at 0 to 200% of FPL
Full Financial Assistance; \$0 is billable to the patient.
- Family gross income at 201% to 300% of FPG
Partial Financial Assistance; AGB is maximum billable to the patient.

Note: Other criteria beyond FPL are also considered (i.e., availability of cash or other assets that may be converted to cash, and excess monthly net income relative to monthly household expenditures), which may result in exceptions to the preceding. If no family gross income is reported, information will be required as to how daily needs are met. CentraState's patient financial counseling department reviews submitted applications and determines financial assistance eligibility in accordance with CentraState's FAP. Incomplete applications are not considered, but applicants are notified and given an opportunity to furnish the required missing documentation/information.

CentraState also translates its FAP, Application PLS in other languages wherein the primary language of CentraState's primary service area represents 5% or 1,000 individuals; whichever is less. Translated versions are available upon request in person at the address below; and on CentraState's website.

For help, assistance or questions please visit CentraState's financial counselor located on the first floor of the hospital (next to admitting) at 901 West Main St., Freehold NJ 07728 or call 732-294-2641, Monday through Friday from 9 a.m to 3 p.m. If you are a patient of the Greater Freehold Community Health Center, you may also visit the financial counselor at the main desk at 597 Park Avenue, Freehold, NJ 07728.

Patient Rights and Responsibilities

State of New Jersey Hospital Patient Rights

As a patient in CentraState Medical Center (a New Jersey hospital), you have the following rights (under state law and regulations):

Medical Care

- To receive the care and health services that the hospital is required by law to provide.
- To receive an understandable 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 should 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.

Medical Care *Continued*

- To refuse medication and treatment after possible consequences of this decision have been explained clearly to you, unless the situation is life-threatening or the procedure is required by law.
- To expect and receive appropriate pain management as an integral component of care consistent with sound nursing and medical practices.
- To be included in experimental research only if you give informed, written consent. You have the right to refuse to participate.
- To contract directly with a New Jersey licensed registered professional nurse of the patient's choosing for private professional nursing care during his or her hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures in regard to treatment protocols, so long as these requirements are the same for private duty and regularly employed nurses. The hospital, upon request, shall provide the patient or designee with a list of local nonprofit professional nurses association registries that refer nurses for private professional nursing care.

Communication and Information

- To be informed of the names and functions of all healthcare professionals providing you with personal care.
- To receive, as soon as possible, the services of a translator or interpreter if you need one to help you communicate with the hospital's healthcare personnel.
- To be informed of the names and functions 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 made aware of the right to participate in end-of-life decisions.
- 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 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 the right to see your record.
- To obtain a copy of your medical record, at a reasonable fee, within 30 days after a written request to 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 healthcare benefits to which you may be entitled.
- To be assisted in obtaining public assistance and the private healthcare benefits to which the patient may be entitled. This includes being advised that they are indigent or lack the ability to pay and that they may be eligible for coverage, and receiving the information and other assistance needed to qualify and file for benefits or reimbursement.

Discharge Planning

- To receive information and assistance from your attending physician and other healthcare providers if you need to arrange for continuing healthcare after your discharge from the hospital.
- To receive sufficient time before discharge to arrange for continuing healthcare needs.
- To be informed by the hospital about any appeal process to which you are entitled by law if you disagree with the hospital's discharge plan.

Transfers

- To be transferred to another facility only when you or your family has made the request, or in instances where the transferring hospital is unable to provide you with the care you need.
- To receive in advance an explanation from a physician of the reasons for your transfer and possible alternatives.

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 must also have a system to safeguard your personal property.

Freedom from Abuse and Restraints

- To be free from physical and mental abuse.
- To be free from restraints, unless they are authorized by a physician for a limited period of time to protect the safety of you or others.
- To have the right to access protective services.

Privacy and Confidentiality

- To have physical privacy during medical treatment and personal hygiene functions, unless you need assistance.
- 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.

Legal Rights

- To treatment and medical services without discrimination based on age, religion, national origin, sex, sexual preferences, transgenders or those transitioning, handicap, diagnosis, ability to pay or source of payment.
- To exercise all your constitutional rights.

Patient Responsibilities

As a patient, you and your family are responsible for:

1. Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
2. Reporting unexpected changes in your condition to the responsible doctor or nurse.
3. Reporting whether you clearly comprehend a contemplated course of action and what is expected of you.
4. Following the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations.
5. Keeping appointments and, when you are unable to do so for any reason, notifying the responsible doctor or the hospital.
6. Being accountable for your actions if you refuse treatment or do not follow the doctor's instructions.
7. Assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.
8. Following CentraState Medical Center's rules and regulations affecting patient care and conduct.
9. Being considerate of the rights of other patients and CentraState Medical Center personnel and being responsible for assisting in the control of noise, smoking, and the number of visitors.
10. Being respectful of the property of other patients.

Questions and Complaints

You are responsible for presenting questions or grievances to a designated hospital staff member and you have the right 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 may directly contact the N.J. Department of Health Complaint Hotline at (800) 792-9770 or at CentraState Medical Center, via the director of patient experience at (732) 303-5256 or the patient representative at (732) 294-2707.

You may contact The Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited healthcare organization. You may contact the Joint Commission at 1-800-994-6610 or complaint@jcaho.org.

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

Patient safety or quality concerns can be reported to hospital management through the patient representative or to The Joint Commission:

- At www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website
- By fax to 630-792-5636
- By mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

For issues that involve The Health Insurance Portability and Accountability Act (HIPAA), privacy or compliance violations, please call our corporate compliance toll-free hotline at (800) 826-6762.

Notice of Privacy Practices

Of CentraState Healthcare System and its Member Facilities

Revision Date: Effective Date September 2013

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU THAT IS MAINTAINED BY CENTRASTATE HEALTHCARE SYSTEM ("CentraState") OR ANY OF ITS MEMBER FACILITIES MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

If you have any questions about this notice, please contact CentraState's privacy officer at 732-294-2760 or the assistant privacy officer for senior services (for information at Applewood, Monmouth Crossing or The Manor Health and Rehabilitation Center) at 732-303-7413.

Who will follow this notice?

This notice describes CentraState's practices, which are followed by:

- Those facilities within CentraState which create and maintain medical information, including CentraState Medical Center, The Manor Health and Rehabilitation Center, Applewood, Monmouth Crossing, CentraState's Star and Barry Tobias Health Awareness Center, and Family Practice of CentraState.
- Any health care professional authorized to enter information into your health record.
- All departments and units of any CentraState facility.
- Any member of a volunteer group we allow to help you while you are in a CentraState facility.
- All employees, staff and other CentraState personnel.

In addition, these entities, sites and locations may share medical information with each other for treatment, payment or CentraState operations purposes as described in this notice.

Our pledge regarding medical information

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

This notice will tell you about the ways in which we may use and disclose medical information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of medical information. **In all cases where we may share your medical information with others, it is only the minimum necessary amount of information required to satisfy the need or request.**

CentraState Healthcare System is required by law to:

- Ensure that medical information that identifies you is kept private;
- Inform you of our legal duties and privacy practices with respect to medical information about you; and
- Follow the terms of the notice that is currently in effect.

How we may use and disclose medical information about you

The following uses and disclosures will be made only with authorization from the individual:

- Uses and disclosures for marketing purposes;
- Uses and disclosures that constitute the sale of PHI;
- Most uses and disclosures of psychotherapy notes; and
- Other uses and disclosures not described in this notice.

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

Treatment – We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, nurses, technicians, medical support staff, volunteers, and clinical interns/students, as appropriate, or other CentraState personnel who are involved in taking care of you at a CentraState facility. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process. In addition, the doctor may need to tell the dietitian if you have diabetes so that we can arrange for appropriate meals. Different departments of a CentraState facility also may share medical information about you in order to coordinate the different things you need, such as prescriptions, laboratory tests and x-rays. We also may disclose some of your medical information to people outside of CentraState who may be involved in your medical care after you leave a CentraState facility, such as: family members, clergy, home health workers, or others we use to provide services that are part of your care. We may also disclose some of your medical information to outside medical equipment vendors and suppliers whose products relate to your medical care.

Payment – We may use and disclose medical information about you so that the treatment and services you receive at a CentraState facility may be billed to, and payment may be collected from you, an insurance company or another third party. For example, we may need to give your health plan information about surgery you received at CentraState Medical Center so your health plan will pay us or reimburse you for the surgery. We may also tell your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment. We may also share insurance information with other medical providers (emergency department physicians, pathologists, radiologists, etc.) who provided you care but are independent contractors and are, therefore, not employed by CentraState.

Healthcare Operations – We may use and disclose medical information about you for CentraState operations. These uses and disclosures are necessary to run a CentraState facility and make sure that all of our patients receive quality care. For example, we may use medical information to review our treatment and services and to evaluate the performance of our staff in caring for you. We may also combine medical information

about many CentraState patients to decide what additional services CentraState should offer, what services are not needed, and whether certain new treatments are effective. We may use medical information about you to alert you to available services at CentraState. We may also disclose information to doctors, nurses, technicians, medical, nursing, volunteers, clinical interns/students, and other CentraState personnel for review and learning purposes. We may also combine “de-identified” medical information that we have with medical information from other health care systems to compare how we are doing and help us identify areas that we can improve on in the care and services we offer. De-identified means we will remove information that identifies you from this set of medical information so others may use it to study health care and health care delivery. They will then not be able to identify you specifically.

Appointment Reminders – We may use and disclose medical information to contact you as a reminder that you have an appointment for treatment or medical care at CentraState.

Treatment Alternatives – We may use and disclose medical information to inform you of recommended possible treatment options or alternatives that may be of interest to you.

Health-related Benefits and Services – We may use and disclose medical information to tell you about health-related benefits or services that may be of interest to you.

Fundraising Activities – We may disclose medical information to the CentraState Healthcare Foundation so that they may contact you in raising money for CentraState. We only would release contact information, such as your name, address and phone number and the dates you received treatment or services at a CentraState facility. CentraState will send a clear and conspicuous statement that the recipient may elect not to receive (or may opt out of) any further such fundraising communication. Instructions will be included on how the individual can opt out.

Marketing – CentraState does not use or share medical information for marketing purposes. If you receive CentraState marketing materials, it is because we have received your contact information from another source, such as zip code listings. CentraState will send a clear and conspicuous statement that the recipient may elect not to receive (or may opt out of) any further such marketing communication. Instructions will be included on how the individual can opt out.

CSHS Directory – We may include certain limited information about you in the CentraState Medical Center directory while you are a patient so that your family, friends and clergy can visit you in the hospital and generally know how you are doing. This information may include your name, location in the medical center, your general condition (e.g., fair, stable, etc.) and your religious affiliation. The directory information, except for your religious affiliation, may also be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if they do not ask for you by name. You have

the right to “opt out” of being listed in the directory by notifying the admissions office at the time of your admission/registration.

Individuals Involved in Your Care or Payment for Your Care – We may release medical information about you to a family member or friend who is involved in your medical care unless, otherwise prohibited by law. We may give information to someone who helps pay for your care. We may also tell your family or friends your condition and that you are in a particular CentraState facility. In addition, we may disclose medical information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location. This would not include releasing psychiatric, alcohol or drug treatment records without your express written consent.

Health Information Exchange (HIE) – We may release medical information about you to all of your authorized providers who participate in or are connected to CentraState’s HIEs. A health information exchange provides the capability to electronically move clinical information among different health care information systems while maintaining the meaning of the information being exchanged. The goal of an HIE is to facilitate access to and retrieval of clinical data to provide safer, more timely, efficient, equitable, patient-centered care. The healthcare providers who have access to the HIEs will have access to all health information contained in the HIEs. This exchange of information is to enhance the quality and continuation of your care. You have the right to “opt out” of having your health information released to the HIE repositories. If you choose to opt out, you must submit your request in writing to CentraState’s privacy officer listed on the last page of this notice. By opting out, your health information may not be readily accessible by your providers. If you choose to opt out, you have the right to revoke your choice at any time and opt in to the HIEs. If you choose to opt back into the HIEs you must submit your request in writing to CentraState’s privacy officer listed on the last page of this notice.

Research – Under certain circumstances, we may use and disclose medical information about you for research purposes. For example, a research project may involve comparing the health and recovery of all patients who received one medication to those who received another, for the same condition. All research projects, however, are subject to a special approval process called an institutional review board (IRB). An IRB evaluates a proposed research project and its use of medical information, trying to balance the research needs with patients’ need for privacy of their medical information. Before we use or disclose medical information for research, the project will have been approved through this research approval process. We may then disclose information to people preparing to conduct a research project; for example, to help them look for patients with specific medical needs, so long as the medical information they review does not leave CentraState. If you are interested in being part of a research study, we will ask for your specific permission for the researcher to have access to your name, address or other information that reveals who you are, or if the researcher will be involved in your care at CentraState.

As Required By Law – We may disclose medical information about you to federal, state, or other regulatory bodies, when required by law.

To Avert a Serious Threat to Health or Safety – We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

Special Situations

Organ and Tissue Donation – If you are an organ donor, we may release medical information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.

Military and Veterans – If you are a member of the Armed Forces, we may release medical information about you as required by military command authorities. We may also release medical information about foreign military personnel to the appropriate foreign military authority.

Workers' Compensation – We may release medical information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Public Health Risks – We may disclose medical information about you to:

- Prevent or control disease, injury or disability;
- Report births and deaths;
- Report suspected child abuse or neglect;
- Report reactions to medications or problems with products/medical devices;
- Notify people of recalls of products/medical devices they may be using;
- Notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition;
- Notify the appropriate government authority if we believe an adult patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

Health Regulatory Oversight Activities – We may disclose medical information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure surveys. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

Lawsuits and Disputes – If you are involved in a lawsuit or a dispute, we may disclose medical information about you in response to a court or administrative order. We may also disclose medical information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you or your counsel about the request and to allow you or your counsel time to obtain an order protecting the

information requested, if appropriate. We may also share information with our insurance carrier and/or attorney regarding legal action or potential legal action taken against us by you.

Law Enforcement – We may release medical information if asked to do so by a law enforcement official:

- In response to a court order, subpoena, warrant, summons or similar process;
- To identify or locate a suspect, fugitive, material witness, or missing person;
- About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's consent or if required by law even without consent;
- About a death we believe may be the result of criminal conduct;
- About unlawful conduct if it occurs at a CentraState facility; and
- In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.

Coroners, Medical Examiners and Funeral Directors – We may release medical information to a coroner or medical examiner as required by law. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also release medical information about patients of a CentraState facility to funeral directors as necessary to carry out their duties.

National Security and Intelligence Activities – We may release medical information about you to authorized federal officials for intelligence, counter-intelligence, and other national security activities authorized by law.

Protective Services for the President and Others – We may disclose medical information about you to authorized federal officials so they may provide protection to the president, other authorized persons or foreign heads of state or conduct special investigations.

Inmates – If you are an inmate of a correctional institution or in the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official. This release would be necessary: (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

Your Rights Regarding Medical Information About You

You have the following rights regarding medical information we maintain about you:

Right to Receive Breach Notification – You have the right to receive notification regarding a breach of your confidential medical information. CentraState will provide this communication in writing, where possible. A “breach” is defined as an impermissible use or disclosure that poses a significant risk of financial, reputational, or other such harm, and does not include disclosures internal to CentraState. Nor does a breach include an inadvertent disclosure where CentraState

has a good faith belief that the unauthorized recipient would not have been able to retain the information.

Right to Inspect and Copy – You have the right to inspect and copy medical information that may be used to make decisions about your care. Usually, this includes medical and billing records.

To inspect and receive a copy of medical information that may be used to make decisions about you, you must submit your request in writing to the health information management department at CentraState Medical Center and the administrator at any CentraState senior services facility. If you request a copy of the information, we may charge a reasonable cost-based fee for the costs of copying, mailing or other supplies associated with your request. The law does not require that copies of your medical information be provided to you immediately. CentraState will make every effort to provide you with a copy of your complete chart as soon as possible, but in no event later than thirty (30) days after we have received a written request.

- If CentraState maintains an electronic health record for an individual, an individual may request in writing, access to their health information in an electronic format, or to direct that such information be transmitted electronically to a designated recipient. Any fee charged by CentraState in connection with processing a request for an electronic copy will not exceed actual labor costs incurred in responding to the request.
- We may deny your request to inspect and copy in certain very limited circumstances. For example, CentraState may withhold certain parts of a psychiatric record if the physician or psychologist believes that such review of the complete record would be deleterious to the patient's best interests. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by CentraState will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

Right to Amend or Add – If you feel that medical information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for CentraState.

To request an amendment, your request must be made in writing and submitted to CentraState's privacy officer or the assistant privacy officer. In addition, you must provide a reason that supports your request. We will act on an amendment within sixty (60) days of receipt of your request.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

Right to Amend or Add *Continued*

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the medical information kept by or for CentraState;
- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.

We will advise you in writing if we decide to deny the request. If your request is denied, you may submit a written statement disagreeing with the denial (all or part). We may then prepare a written rebuttal to your statement of disagreement. The statement of disagreement and rebuttal will be included in any subsequent disclosure of that portion of the medical information to which the dispute entry relates. You may also attach a brief comment or statement pertaining to medical issues to your medical record after it is completed.

Right to an Accounting of Disclosures – You have the right to request an "accounting of disclosures." This is a list of the disclosures we made of medical information about you.

To request this list or accounting of disclosures, you must submit your request in writing to CentraState's privacy officer. Your request must state a time period, which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a twelve month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

Right to Request Restrictions – You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the medical information we disclose about you to someone who is involved in your care or the payment for your care, like a family member or friend. For example, you could ask that we not use or disclose information about a surgery that you have had.

- We *must* comply with a patient's request to restrict information if the information is to be sent to a health plan for payment or health care operations purposes and the disclosure relates to products or services that were paid for solely out-of-pocket (unless the disclosure is otherwise required by law).
- **We are not required to agree to your request.** If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment or for other purposes permitted by law.
- To request restrictions, you must make your request in writing to CentraState's privacy officer. In your request, you must tell us: (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply (for example, disclosures to your spouse).

Right to Request Confidential Communications –You have the right to request that we communicate with you about medical matters in a reasonably certain way or at a reasonably certain location. For example, you can ask that we only contact you at work or by mail.

To request confidential communications, you must make your request in writing to CentraState's privacy officer. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

Right to a Paper Copy of This Notice –You have the right to a paper copy of this Notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy.

You may obtain a copy of this notice at our website centrastate.com/patients. To obtain a paper copy of this notice, contact CentraState's privacy officer or assistant privacy officer at the telephone numbers at the end of this notice.

Changes to This Notice

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

Complaints

If you believe your privacy rights have been violated, you may file a complaint with CentraState's privacy officer or assistant privacy officer, or with the Secretary of the Department of Health and Human Services, Office of Civil Rights at Jacob Javits Federal Building, 26 Federal Plaza, Suite 3312, New York, NY 10278. To file a complaint with CentraState, contact CentraState's Privacy Officer or the Assistant Privacy Officer at CentraState Healthcare System, at the address on the following page. All complaints must be submitted in writing. You will not be penalized for filing a complaint.

Other Uses of Medical Information

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.

To write to or contact the privacy officer:

CentraState Healthcare System
ATTN: Director Health Information Management
901 West Main Street • Freehold, NJ 07728 • (732) 294-2760

To write to or contact the senior services assistant privacy officer:

Assistant Privacy Officer for CentraState Senior Services
c/o Applewood
1 Applewood Drive • Freehold, NJ 07728 • (732) 303-7413

Preparing for Discharge

Your physician will write a discharge order on your chart, and either your physician or your nurse will discuss your discharge with you. Discharge time is 11 a.m. If you have been notified of responsibility for payment not covered by insurance, please stop by the cashier's office to make payment or to discuss financial arrangements with a credit representative.

Discharge Instructions

- Log onto centrastate.com/patient-portal
- You will be guided through an easy registration process or you can log in if you've already registered. When complete you can view discharge instructions.

Patient Satisfaction Survey

CentraState is committed to continually improving our patients' satisfaction with the services and the quality of care we provide. If you have any questions or concerns regarding your care during your stay, please contact a patient representative at ext. 2707. We continuously measure our level of performance through Press Ganey, a national survey organization, because patient satisfaction is so important to us. We use the feedback to make improvements in the care and service we deliver. After you return home from the hospital, you may receive a survey that asks about your experience here at CentraState. Please take a few moments to complete the form and return it to us so we may learn how we can continue to improve the way we care for all our patients. Thank you for your assistance.

Extended Care Facilities

Arrangements for different levels of care (such as acute rehabilitation, subacute, skilled, assisted living, long-term care and long-term acute care) can be made through your social worker or through the care coordination department. Dial ext. 2835.

Grateful Patient Program

If you appreciated the personal care you received by a doctor or member of our staff, please consider making a donation in honor of the person/team that made a difference in your health and well being. Visit centrastatefoundation.org or call ext. 7030 to make a donation.

Home Health Care

Your care coordinator or social worker can assist you and your family in discharge planning and referral to appropriate resources for home care. For information, contact the care coordination department at ext. 2835.

Health and Wellness Assistance

Get the tools, programs and support you need to transform your health and well-being. Whether you want to eat healthier, move more, reduce stress, or better control a chronic condition, the Star and Barry Tobias Health Awareness Center can help you discover your ways to wellness. The center provides a vast array of health education programs for adults and children including CPR, smoking cessation, infant care, girls and boys grow up, and more. For those with specific health concerns, our health coaches, diabetes educators, and registered dietitians can help you understand and set goals and strategies to better manage hypertension, congestive heart failure, weight loss, nutritional intake, and beyond. Call 732-308-0570 or visit lifelifewellnj.com to request a consultation with an RN health coach.

CentraState Services

CentraState Healthcare System offers a full range of clinical and diagnostic services to meet the diverse healthcare needs of the growing communities we serve.

Cardiac Services

Services and programs include: The Thomas J. Blanchet Cardiac Diagnostic Center, Cardiac Catheterization Lab, Cardiac Rehabilitation Center and the Gloria Saker Women's Heart Program.

Statesir Cancer Center

CentraState's multidisciplinary, integrated approach to cancer treatment ensures that our patients receive compassionate care and support – medical, educational, emotional and spiritual. CentraState is accredited by the American College of Surgeons Commission on Cancer (CoC) as well as the National Accreditation Program for Breast Centers (NAPBC), the American College of Radiology (ACR) for radiation oncology, diagnostic radiology and mammography. CentraState has been designated as a Breast Imaging Center of Excellence (BICOE) and a Diagnostic Imaging Center of Excellence (DICOE). Services include:

- Cancer Navigator Program
- Cancer Rehabilitation
- Clinical Trials
- Colorectal Cancer Program (Robotic Surgery)
- Comprehensive Breast Care Program

Statesir Cancer Center Continued

- Comprehensive Lung Program
- Infusion Therapy Services
- Lymphedema Center
- Medical Oncology - Chemotherapy and Immunotherapy Services
- Palliative/Hospice Services
- Prostate Cancer Program (Robotic Surgery)
- Radiation Oncology (including IMRT, IGRT, Radiosurgery, HDR, Cone Beam Therapy)
- Genetic Testing and Counseling
- Surgical Oncology Program

For more information, call 855-411-CANCER.

Critical Care Unit

Our unit offers enhanced infection control features such as electronic privacy panels and a dedicated air filtration system that helps to contain infectious conditions.

Emergency Services Department

Our goal is for you to see a nurse within 15 minutes and a clinician within 30 minutes. The ED also offers 24/7 pediatric emergency coverage and is designated as an Advanced Primary Stroke Center by The Joint Commission and the New Jersey Department of Health and Senior Services.

Statesir Family Acute Care for Elders Unit

This unit helps senior patients recover from illness or injury by providing quality, safe, and seamless care. The ACE Unit is comprised of dedicated and trained health care professionals who provide support and information to patients and family to return home, avoid complications, and possibly prevent future hospitalizations. Our goal is to help patients stay strong, mobile, and independent while providing the best possible care.

Laboratory

The laboratory is accredited by the American College of Clinical Pathologists and the American Association of Blood Banks. It is conveniently located near outpatient registry and offers state-of-the-art technology.

Maternity Center

CentraState's Maternity Unit allows mothers to experience labor, delivery, and recovery in a warm, private, home-like room equipped for normal and complicated deliveries. After delivery, when mothers and their newborns are ready, they are moved to a private suite in the First Impressions Maternity Pavilion, dedicated to postpartum care. CentraState also has a Special Care Nursery which provides

Maternity Continued

premature babies with treatment and care by a team of trained professionals. All special needs are met 24 hours a day under the supervision of a neonatologist. The facility is designated by the state as a Community Perinatal Center Intermediate and has received the IBCLC Care Award from The International Board of Lactation Consultant Examiners (IBLCE) and the International Lactation Consultant Association (ILCA) for hiring International Board Certified Lactation Consultants (IBCLCs).

Pediatrics

CentraState's Pediatric Department emphasizes family-centered care, with 24-hour visitation for parents. The patient rooms include beds for parents or guardians who wish to stay overnight and play areas for children.

Psychiatric Services

Offers an inpatient unit that provides care for those needing acute psychiatric/mental healthcare, 24-hour psychiatric emergency assessments through the emergency room, and a 24-hour crisis hotline at (732) 780-6023. Electroconvulsive therapy (ECT) services are also available on an outpatient or inpatient basis.

Orthopedics

Programs and services include: The Total Joint Center of New Jersey for knee/hip repair and replacement; shoulder repair and replacement; hand and foot surgery; the Spine Institute of Central Jersey and non-surgical therapies for other orthopedic problems. The Total Joint Center of New Jersey is accredited by The Joint Commission.

Outpatient Nutrition Center

Offers individual nutrition counseling with a registered dietitian for children and adults. Includes counseling sessions for weight management, cardiac, renal, hepatic, gastrointestinal problems, and others. For appointments, call ext. 2778.

Radiology

Capabilities include X-ray, ultrasound, computed tomography (CT) scan and nuclear medicine. Princeton Radiology Associates also houses a positron emission tomography (PET)/CT scanner for diagnosing cancer and other diseases or conditions, and an open bore MRI.

OceanFirst Rehabilitation Center

Our fully-equipped center offers physical, occupational and speech therapy. Inpatient and outpatient services are offered daily. Specialized services include: Linda E. Cardinale MS Center (third floor of the Star and Barry Tobias Ambulatory

Campus), Central Jersey Wound Treatment Center with lymphedema program, continence program, swallowing disorder therapy, sports medicine and aquatic therapy, including a HydroWorx® pool. For more information, please call ext. 2700.

Progressive Care Unit

This unit treats heart failure patients, as well as transitions patients from the critical care unit. Following a hospital discharge, a registered nurse health coach is available to work with patients to help them become more knowledgeable and independent in managing diet, medications and lifestyle changes. Patients also learn how to most effectively work with their primary care provider for continued support. Additional support includes a free nurse advice line at (732) 294-2675. Patients can call the nurse advice line and speak to our cardiac coordinator for answers and help with any needs the heart failure patient may have.

Short Stay Unit

A short stay unit is available for patients who do not require an overnight stay. Our same day surgery center performs a variety of surgical and endoscopy procedures on a medical outpatient basis.

Surgical Services

CentraState's surgical services are delivered in state-of-the-art facilities by highly trained physicians and nurses. Patients receive comprehensive surgical support for diagnostic, therapeutic and palliative intervention in the following areas: general surgery, bariatric surgery, breast, colorectal, endovascular surgery, gastrointestinal surgery, neurosurgery, obstetrics/gynecology, ophthalmology, ear, nose and throat, orthopedics (including knee and hip replacements at the Total Joint Center of New Jersey at CentraState), plastic, podiatric, and thoracic surgery.

The Star and Barry Tobias Women's Health Center

Offers screenings, digital mammograms, computer-aided detection (CAD), ultrasound mammo-tone biopsy, stereotactic needle biopsy, health education, bone densitometry, and individualized health counseling on a number of topics for women. The center is certified by the American College of Radiology; has been named a Breast Imaging Center of Excellence for providing high-quality mammograms and other services; and has been named a Pink Ribbon Facility by Hologic® for providing excellence in breast health.

Specialized Centers and Other Services

CentraState offers specialized diagnostic and treatment services at its Center for Sleep Disorders and Comprehensive Lung Program. Other specialty services include respiratory therapy for pulmonary diagnostic procedures and rehabilitation, and oncology services, including chemotherapy, support groups and hemodialysis, podiatric services, pain management, and palliative care.

Resources

Advance Directives

Decisions about life-prolonging treatments are often difficult and require careful consideration. These decisions should be made before a time of crisis, because full treatment always will be carried out unless the healthcare team has been instructed otherwise. Such decisions can be communicated to the healthcare team by means of an advance directive for health care. The Self-Determination Act passed by the U.S. Congress in December 1991 is a law requiring healthcare facilities to ask patients, at the time of admission, whether they have executed an advance directive. We also are required to provide information about advance directives and healthcare decisions.

An advance directive may be a living will, a durable power of attorney for healthcare, or a combination of both. It is an effective means of maintaining control over your care if you become incompetent to make decisions. It is the policy of CentraState Medical Center to honor advance directives (except for directives prohibited by law). The bioethics committee offers consultation services, without

Advance Directives Continued

charge, to assist in resolving any problems that should arise. This committee offers periodic programs for the community related to advance directives and other bioethical issues.

If you need an advance directive form, please use the form on page 39. If it is missing, you can contact the medical center's admitting department at ext. 2650. If you need further information about advance directives, contact a patient representative at ext. 2707.

POLST (New Jersey Practitioner Orders for Life-Sustaining Treatment)

A POLST form is a set of medical orders that the patient's doctor/advanced practice nurse (APN) develops with the patient, and helps give patients more control over their end-of-life care. A POLST form includes: goals of care for the patient, preferences regarding cardiopulmonary resuscitation attempts, preferences regarding use of intubation and mechanical ventilation for respiratory failure, preferences for artificially administered nutrition and hydration and other specific preferences regarding medical interventions that the patient wishes to have or not have. For more information or to get a copy of the POLST form, you can contact a patient representative at ext. 2707.

Fitness & Wellness Center

CentraState's Fitness & Wellness Center offers a medically-supervised workout environment with more than 150 group fitness classes a week, a three-pool aquatic center, state-of-the-art equipment, and on-site childcare. Call (732) 845-9400 for more information or go to centrastatefitness.com.

Novo Nordisk Diabetes Center

The center offers outpatient education, including: individual assessments, survival skills, nutrition and customized meal plans, blood glucose monitoring, stress and exercise management. The following programs are also offered: insulin pump and insulin start, gestational diabetes, special needs, and diabetes seminars. For information, please call ext. 2574.

Organ Donation

For information or to sign up to become an organ donor, call The Sharing Network at (800) SHARE-NJ or visit njsharingnetwork.org.

Physician Finder

Physician Finder is CentraState's free physician and wellness referral service which provides information about the members of the medical/dental staff, as well as programs and services provided by CentraState Healthcare System. Call (866) CENTRA7 or visit centrastate.com.

Smoking Cessation

CentraState's Star and BarryTobias Health Awareness Center offers a smoking cessation program for people thinking of quitting or ready to quit. Call (732) 308-0570 for more information and dates.

Star and Barry Tobias Health Awareness Center

See page 32 for Health and Wellness Assistance.

Volunteer and Guest Services

The volunteer and guest services department recruits both adult and student volunteers to augment the services offered by the medical center and its affiliates. Call ext. 2622 to join our volunteer team.

Notes

This image shows a full page of blank, lined paper. It features approximately 28 horizontal grey lines spaced evenly apart, typical of notebook paper. The lines extend across the entire width of the page, leaving small margins at the top and bottom. There are no vertical lines or other markings present.

This declaration sets forth your directions regarding medical treatment.

TO MY FAMILY, DOCTORS, AND ALL THOSE CONCERNED WITH MY CARE: I, _____ being of sound mind, make this statement as a directive to be followed if I become unable to participate in decisions regarding my medical care.

- ☐ If I should be in an incurable or irreversible mental or physical condition with no reasonable expectation of recovery, I direct my attending physician to withhold or withdraw treatment that merely prolongs my dying. I further direct that treatment be limited to measures to keep me comfortable and to relieve pain.
- ☐ I direct that all medically appropriate measures be taken to sustain my life, regardless of my physical or mental condition.

You have the right to refuse treatment you do not want, and you may request the care you do want.

These directions express my legal right to refuse treatment. Therefore, I expect my family, doctors and everyone concerned with my care to regard themselves as legally and morally bound to act in accord with my wishes, and in so doing to be free of any legal liability for having followed my directions.

You may specify treatment you do NOT want. Check the box or list the treatments you do NOT want. Otherwise, your general statement, in the form, will stand for your wishes.

I DO NOT WANT THE FOLLOWING:

- | | |
|--------------------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Cardiac resuscitation (CPR) | <input type="checkbox"/> Hydration |
| <input type="checkbox"/> Pacemaker | <input type="checkbox"/> Antibiotics |
| <input type="checkbox"/> Resuscitation by chemicals/drugs | <input type="checkbox"/> Chemotherapy |
| <input type="checkbox"/> Lab tests | <input type="checkbox"/> Artificial feeding tube |
| <input type="checkbox"/> Mechanical respiration (ventilator) | <input type="checkbox"/> Invasive monitoring |
| <input type="checkbox"/> Dialysis | <input type="checkbox"/> Blood products |
| <input type="checkbox"/> Artificial nutrition | |

Also, I do not want: _____

You may want to add instruction or care you DO want; for example, pain medication, or that you prefer to die at home if possible. If you want, you can name someone to see that your wishes are carried out, but you do not have to do this.

I DO WANT THE FOLLOWING:

- | | |
|-----------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Pain medication | <input type="checkbox"/> Comfort care/palliative care |
| <input type="checkbox"/> Hospice care | <input type="checkbox"/> My religious beliefs and traditions followed |
| <input type="checkbox"/> To die at home if possible | |

Other instructions/comments: _____

It is strongly recommended that you name someone to see that your wishes are carried out.

PROXY DESIGNATION CLAUSE:

Should I become unable to communicate my instructions as I have expressed in this form, I designate the following person to act on my behalf:

Name: _____
Relationship: _____
Address: _____
Phone #: _____

If the person I have named above is unable to act on my behalf, I authorize the following person to do so:

Name: _____
Relationship: _____
Address: _____
Phone #: _____

I wish to have all my health care providers comply with the wishes that I have expressed in this form and no prior form.

Sign and date here in the presence of two adult witnesses, who should also sign.

Signed Date: _____

Witness: _____
Address: _____

Witness: _____
Address: _____

Keep the signed original with your personal papers at home. Give signed copies to doctors, family and proxy. Review your declaration from time to time to determine if it still expresses your intent. If not, you should fill out an entirely new form.

This is a generic living will. 41 states have their own forms, which can be obtained from your state attorney general’s office or from the Society for the Right to Die, 250 W. 57th St. New York, NY, 10107. You may wish to consult an attorney before signing any living will.

To obtain a Living Will form: Download a copy at centrastate.com/advance-health-care-directives/ or call CentraState Medical Center’s Admitting Department at 732-294-2651.

CentraState Physician Finder



CentraState Medical Center
The full circle of health and wellness dedicated to excellence.

Physician Finder

Medical & Dental Staff



call toll-free

(866) CENTRA7 [236-8727]

or visit our website

www.centrastate.com

If you haven't yet received a copy of our Physician Finder, please ask for one. It features a complete list of all CentraState physicians and practices.

Physician Finder

Medical

Physiology

Diagnoses and manages conditions affecting the heart, lungs, and blood vessels, including rheumatoid arthritis, asthma, and HIV/AIDS.

Internal Medicine

Diagnoses and manages conditions affecting the internal organs, including the heart, lungs, and blood vessels.

Family Medicine

Diagnoses and manages conditions affecting the internal organs, including the heart, lungs, and blood vessels.

Obstetrics and Gynecology

Diagnoses and manages conditions affecting the female reproductive system, including the uterus, ovaries, and vagina.

Pediatrics

Diagnoses and manages conditions affecting children, including the heart, lungs, and blood vessels.

Neurology

Diagnoses and manages conditions affecting the brain, nerves, and muscles.

Psychiatry

Diagnoses and manages conditions affecting the mind, including depression, anxiety, and schizophrenia.

Orthopedics

Diagnoses and manages conditions affecting the bones, joints, and muscles.

Ophthalmology

Diagnoses and manages conditions affecting the eyes, including cataracts, glaucoma, and macular degeneration.

Otorhinolaryngology

Diagnoses and manages conditions affecting the ears, nose, and throat.

Urology

Diagnoses and manages conditions affecting the urinary system, including the kidneys, bladder, and prostate.

Endocrinology

Diagnoses and manages conditions affecting the endocrine system, including the thyroid, pancreas, and adrenal glands.

Immunology

Diagnoses and manages conditions affecting the immune system, including allergies, autoimmune diseases, and HIV/AIDS.

Cardiology

Diagnoses and manages conditions affecting the heart, including coronary artery disease, heart failure, and arrhythmias.

Cardiovascular Medicine

Diagnoses and manages conditions affecting the heart and blood vessels, including coronary artery disease, heart failure, and arrhythmias.

Cardiothoracic Surgery

Performs surgical procedures on the heart and lungs, including coronary artery bypass grafting, heart transplantation, and lung resection.

Cardiac Electrophysiology

Diagnoses and manages conditions affecting the heart's electrical system, including arrhythmias and heart block.

Interventional Cardiology

Performs minimally invasive procedures to treat heart disease, including angioplasty and stent placement.

Structural Heart Disease

Diagnoses and manages conditions affecting the heart's structure, including aortic aneurysm and mitral valve disease.

Perfusion

Performs procedures to maintain blood flow during heart surgery, including cardiopulmonary bypass and extracorporeal membrane oxygenation.

Cardiac Rehabilitation

Provides supervised exercise and education to patients recovering from heart disease, including coronary artery disease and heart failure.

Bariatric Surgery

Also known as "weight loss surgery," bariatric surgery is performed for the treatment of obesity in order to significantly reduce a patient's body weight and associated health risks.

Advanced Surgical and Bariatrics of NJ

Freehold 732-640-5316

Michael Donaire, M.D.

Lora Melman, M.D.

Ragui Sadek, M.D.

NJ Advanced Surgical Solutions

Freehold

*Val Prokurat, D.O.

Earl L. Noyan, MD, LLC

Freehold

Prime Surgicare

Freehold

*Gavin Sowemimo, M.D.

Bennett Toghiani, M.D.

Sterling Surgicare

Freehold

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732-294-2531

844-333-5287

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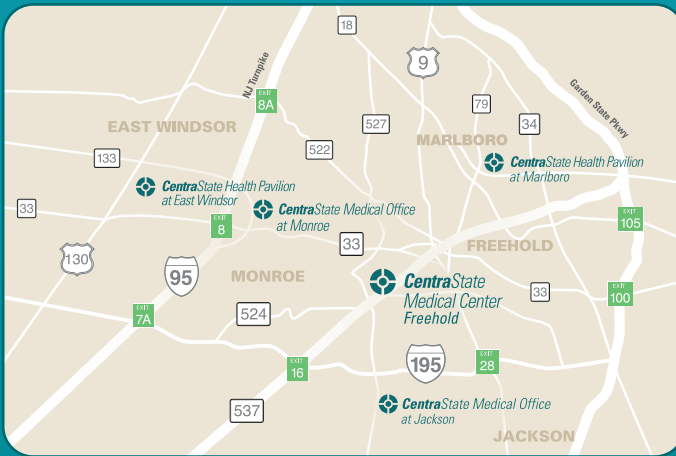
* Member of the CentraState Healthcare Partners, LLC
(Physician Hospital Organization)

2

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Cardiology continued next page

**Call (866) CENTRA7 or visit us online
at centrastate.com/doctors**



Our Mission

is to enhance the health and well-being of our communities through the compassionate delivery of quality healthcare.

Quality Statement

The employees, medical staff, volunteers, and the board of trustees of CentraState Healthcare System are dedicated to the achievement of excellence in the care we provide. We will maintain an atmosphere which supports and encourages performance improvement. We will work together to preserve and protect the trust that has been placed in us and constantly strive to exceed the expectations of those we serve.



CentraState
Healthcare System[®]

*Rutgers-Robert Wood Johnson
Medical School*

centrastate.com

901 West Main Street
Freehold, NJ 07728
(866) CENTRA7 (236-8727)

CentraState Healthcare System complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CentraState Healthcare System does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. For more information, please visit our website at www.centrastate.com/non-discrimination.

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