

# Patient Guide



**CentraState**  
**Healthcare System®**

ATLANTIC HEALTH SYSTEM PARTNER

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**CentraState Healthcare System®**

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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 that reads "Thomas W. Scott". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Thomas W. Scott, FACHE, FABC  
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.

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# During Your Stay

## 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 and Rapid Response Team

The Bioethics Committee provides guidance on ethical issues. 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. To access the team, call the Senior Vice President/Chief Medical Officer's office at ext. 2780.

## Calling Your Nurses' Station



When calling for your nurse, please use the call button at your bedside. Our Patient Safety section on page 8 provides additional information about alerting your nurse if you need immediate attention.

## Campus Map and Directions

CentraState has an interactive map of the medical center to help you navigate the hospital campus from any device. Visit [centrastate.com/map](https://centrastate.com/map).

## Care Coordination/Social Work

Care Coordination/Social Work staff can assist you and your family with concerns associated with your hospitalization and with discharge planning and referrals to appropriate resources for home care. Call ext. 2835 to speak to a representative.

## Comfort Menu

Your care team has an array of tools to help you feel more comfortable during your stay. Options include personal care and comfort items, such as a toothbrush or extra pillow, physician-ordered modalities such as medication to manage pain and much more! See the Comfort Menu in your patient folder for more information or speak to your care team.

## Dining



**Room Service:** The five-star room service dining program allows patients to order nutritious and delicious breakfast, lunch and dinner as desired by selecting from a restaurant-style menu featuring a wide array of choices. 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:** Located on the main floor of the Star and Barry Tobias Ambulatory Campus. Serves breakfast, lunch and dinner selections as well as healthy snack items and beverages, including specialty coffees and teas. On-site seating is available or call ahead for takeout at ext. 2599.

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

## Environmental Services (Housekeeping)

Environmental services team works to maintain a clean, safe environment for everyone including patients, visitors and staff. The department can be reached directly at ext. 2690.

## Family Contact with Nursing Staff

Please designate one person as the spokesperson for the family to ensure information is properly communicated about your loved one and refrain from calling the nurse from 7-11 a.m. and 7-10 p.m. This provides time for the oncoming nurses to be given an update about your loved one and provide high-quality care to their patients.

## Language Translation Services

CentraState provides language translation services through on-demand video and voice interpreters and for hearing-impaired patients who need to communicate by sign language. Please notify your care provider of your needs or contact the patient representative at ext. 2707.

## Mail



During your stay, mail will be delivered to you. 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.

## Medical Devices

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

## Patient Education

Our free patient education TV programming can be accessed from the main menu on your TV. Please ask your nurse for assistance. Let your nurse or another healthcare team member know if you have any questions about your present medical condition or care. They will help to obtain the information you require.

## Patient Experience Representative

The volunteer and employee patient experience representatives are a direct link between you, your family, and the hospital staff. The patient representative 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.

## Personal Belongings and Valuable Items

CentraState is not responsible for any damaged, lost or missing property. All valuables must be sent home upon arrival. Any valuables remaining 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 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. For a complete policy, visit [centrastate.com/belongings](https://www.centrastate.com/belongings).

## Pharmacy



CentraState Specialty Script and Surgical is a pharmacy and durable medical supply store. Specialty Script operates independently of the hospital's in-house pharmacy and accepts most insurances. The pharmacy offers free delivery of medications to your room prior to discharge. Call 732-414-1977 for more information.

## 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.

## Privacy Practices

We are committed to protecting your health information. Our privacy practices are described in the CentraState Healthcare System Notice of Privacy Practices, a document that explains how this obligation will be followed by all healthcare professionals, trainees, students, staff, volunteers and business associates of CentraState. To view an electronic version of the Notice of Privacy Practice, visit [centrastate.com/hipaa-privacy-practices](http://centrastate.com/hipaa-privacy-practices).

## Private Duty Nursing

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

## 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. 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 “Service Request” option on your TV.

## 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 Healthcare System is a smoke-free environment. This includes inside CentraState facilities, exterior 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.

## Spiritual Care

CentraState’s Spiritual Care staff and volunteers are here to provide spiritual and emotional support to patients and families, as well as assisting in requests from any faith or non-faith tradition. Please call the office at ext. 2744 and someone will respond during the next business day. For emergencies, please see your nurse.



## TV Services

Health education and basic TV channels are available on the television in your room. Please use the bedside remote to turn on your TV.

- To watch our Patient Education Channel, with access to more than 400 health videos, click on the My Education button.
- To view assigned videos, click on My Prescribed Education and make your selection.
- To browse the library, click on Health Education Library and search by your interest area.

## Visitation



At CentraState, we recognize the important role visitors play in the recovery and well-being of our patients. Unfortunately there are times when visitor restrictions must be put in place for the health and safety of our patients, staff and community. Please visit [centrastate.com/visitors](https://centrastate.com/visitors) for the latest information on visiting hours and other guidelines for visitors.

When permitted, all visitors must obtain a visitor pass at the main lobby desk, present identification and have your picture taken for the visitor pass. Visitors are asked to check in and check out each day they visit the hospital.

## WiFi Access

WiFi is available at CentraState Medical Center in certain areas throughout the hospital. To access it, simply turn your WiFi on and connect to the available networks for your device.

# 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. 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 charge, to assist in resolving any problems that should arise.

If you need an advance directive, please use the form on page 20 and 21 or contact the medical center's admitting department at ext. 2650. If you need further information, call a patient representative at ext. 2707.

## NJ Practitioner Orders for Life-Sustaining Treatment (POLST)

A POLST form is a set of medical orders that the patient's doctor or advanced practice nurse develops with the patient to 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. For more information or to get a copy of the POLST form, you can contact a patient representative at ext. 2707.

## 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](https://njsharingnetwork.org)

## Questions for Your Care Team

Understanding the details of your care plan — from diagnosis to testing and treatment and beyond — is very important for your recovery and overall health. We encourage you to ask questions. Use this section to write down any questions you may have for your care team.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

# Patient Safety

CentraState is committed to caring for you in the safest environment possible and is dedicated to providing high quality care during your stay. There are some things you and your family can do during your stay to help us ensure your needs are met. Please speak to your physician or nurse if you have any questions.

## When to Alert Your Nurse



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. 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.

## Fall Prevention for Patients

If you are told you are at high risk for a fall, always remember to:

- 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. Examples: tissues, phone and water pitcher.
- Be aware of telephone cords, 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.

## Patient Safety Measures

Quality care is care that is safe. Some of the actions that CentraState has adopted to keep you safe while you are in our care include:

- Caregivers must practice hand hygiene before and after they provide care. Feel free to ask them if they have done so.

- 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.
- 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.
- 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.
- You may be screened for methicillin-resistant Staphylococcus aureus (MRSA) or other infectious diseases such as the novel coronavirus.
- Assist devices are used at CentraState Medical Center to assure that transfers are performed safely. Patients may refuse the use of assisted patient handling.

## Infection Prevention and Control



At CentraState, both staff and patients can take steps to ensure everyone is safeguarded against the spread of infections. For our staff, that means:

- Hand hygiene is performed 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 removal of linen and trash.

For patients and visitors, we ask that you practice the following infection prevention and control measures:

### 1. Hand Hygiene

- Wash your hands for at least 20 seconds by using either soap and water or an alcohol-based hand rub. If hands look dirty, use soap.
- Clean your hands often especially after using the restroom, coughing or sneezing, 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.

### 2. Respiratory Hygiene

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in the waste basket.
- You may be asked to put on a surgical mask to protect others.

### 3. Isolation Precautions

If your clinical team determines you must be placed in isolation, an isolation precaution sign will be placed on your door and additional precautions must be followed.

- 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.
- 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.

### 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.

# Hospital Discharge

When your care team determines that you no longer need inpatient care, you will go through a process called discharge. Discharge time is 11 a.m. but before that time, your physician or nurse will discuss your instructions for after you leave the hospital. This may include what medications you need or how to care for a wound. At this time, you may be released to go home or you may need additional care after discharge.

## Additional Care After Discharge

If additional care is needed, your care coordinator or social worker will assist you with:

- **Extended Care Facilities:** This includes different levels of care, such as acute rehabilitation, subacute, skilled nursing, assisted living, long-term care and long-term acute care.
- **Home Health Care:** There may be times when you need extra help after returning home. Our staff can provide you with home health care agencies that can assist you.

Contact Care Coordination at ext. 2835.

## After You Return Home

Even after you return home, CentraState offers many services and programs that not only assist in your recovery but can help you live your healthiest life.

**Statesir Cancer Center at CentraState:** Whether bringing you the latest in cancer screenings or providing innovative new cancer treatment options and support when patients and their families need it most, the Statesir Cancer Center at CentraState is committed to pairing expertise and technology with the comfort, convenience, and personal attention that make a true difference in your personal fight against cancer. Learn more at [centrastate.com/cancer](https://centrastate.com/cancer).



## Grateful Patient Program

Did one of our physicians, nurses, patient transporters, housekeepers or other caregiver make a difference to you or a loved one during your stay? Please consider making a donation in honor of the person or team that made a difference in your health and well-being.

Visit [centrastatefoundation.org/grateful](https://centrastatefoundation.org/grateful) or call ext. 7030 to make a donation.

**Rehabilitation and Physical Therapy:** With multiple locations, CentraState's trained physical therapy and rehabilitation experts offer comprehensive services to aid in the recovery from pain, injury, stroke, illness, surgery, and other physical setbacks. Learn more at [centrastate.com/rehab](https://www.centrastate.com/rehab).

**Health and Wellness:** CentraState's Star and Barry Tobias Health Awareness Center can help you on your path to wellness through health education programs for adults and children including smoking cessation, diabetes prevention and management, weight loss and chronic condition management for hypertension, congestive heart failure, and more. Call 732-308-0570 or visit [centrastate.com/wellness](https://www.centrastate.com/wellness) to learn more.

**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 or visit [centrastatefitness.com](https://www.centrastatefitness.com).

## More Services and Program

For a full listing of all of CentraState's services and programs, visit [centrastate.com](https://www.centrastate.com).



## Patient Satisfaction Survey

In about 4-6 weeks, you may receive a patient experience survey in the mail. It will ask you questions about your care experience at CentraState.

Your feedback provides us with invaluable information that helps us to improve the care for you and the community. It also gives you an opportunity to recognize any team members that made your stay a pleasant experience. We hope that you will take the time to fill out this survey when you receive it.

Please do not hesitate to contact our Patient Experience Department at 732-294-2707 if you have any questions or concerns about your experience with us.



# 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: (1) if the service is covered at this facility, (2) any referral or certification requirements, and (3) 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

Unless otherwise noted, the physicians and other independent providers that practice at CentraState are not employees of CentraState. 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 cannot 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.

For the most current list of physicians and physician groups, with whom CentraState contracts please visit [centrastate.com/oon](https://www.centrastate.com/oon).

## 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.

**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 732-294-7065.
- 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 Visiting Nurse Association of Central Jersey 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](http://centrastate.com/billing).
- 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 Visiting Nurse Association of Central Jersey 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

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.
- 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 732-294-2583 or the patient representative at 732-294-2707.

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](http://www.jointcommission.org), using the "Report a Safety Event" link on the home page of the website.
- 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.

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. Forty-one 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/](http://centrastate.com/advance-health-care-directives/) or call CentraState Medical Center's Admitting Department at 732-294-2651.

# 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 that begin with 294.

Statesir Cancer Center .....	855-411-CANCER
Cardiac Services/Rehabilitation .....	732-294-2918
Care Coordination/Social Work .....	732-294-2835
Central Scheduling .....	732-294-2778
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
Main Number .....	732-431-2000
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
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
Behavioral Health Crisis Hotline.....	732-780-6023

# Find a Physician

CentraState physicians, surgeons and specialists combine compassion with expertise to meet your evolving healthcare needs. Find the right doctor for you using CentraState's physician referral service. Search online by name, specialty and location to request an appointment or call to speak with a specialist who will help you select a doctor.



## PHYSICIAN REFERRAL SERVICES

- 📞 866-CENTRA7 (236-8727)
- 🌐 [www.centrastate.com/physicians](http://www.centrastate.com/physicians)
- 📱 scan QR code



**CentraState Healthcare System®**

ATLANTIC HEALTH SYSTEM PARTNER

# ABOUT CENTRASTATE

CentraState Healthcare System, a partner of Atlantic Health System, is a fully accredited, not-for-profit, community-based health system that provides comprehensive health services in the central New Jersey region. In addition to offering a full range of leading-edge diagnostic and treatment options, CentraState serves as a valuable health partner focused on the latest ways to prevent disease, promote healthy behaviors, and help people of all ages live life well.

CentraState is comprised of a 284-bed acute-care hospital, a vibrant health and wellness campus, three award-winning senior living communities, a charitable foundation, and several convenient satellite health pavilions. The system also offers a family medicine residency and geriatric fellowship training program in affiliation with Rutgers Robert Wood Johnson Medical School. Among its many honors and accreditations, CentraState is one of less than two percent of hospitals nationwide to earn Magnet® designation for nursing excellence four times.



To learn more about our services, visit us at [centrastate.com](https://www.centrastate.com) or scan QR code.

## Connect



**CentraState**  
**Healthcare System®**  
ATLANTIC HEALTH SYSTEM PARTNER

This information is not a substitute for professional medical advice. It may not represent your true individual medical situation. Do not use this information to diagnose or treat a health problem without consulting a qualified healthcare provider. Consult with your healthcare provider if you have any questions or concerns.

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](https://www.centrastate.com/non-discrimination).