

Patient Information Guide



LOURDES
MEDICAL CENTER
OF BURLINGTON COUNTY

important telephone numbers

You may dial the following numbers directly from your room. If you are off campus, please dial 609-835-2900 and ask to be connected to the following extension or department.

Case Management	3042	Patient Relations	3708
Food Services	4042	Security	3200
Gift Shop	4263	Television Service	3405
Language Translation	3708	Volunteer Office	3045
Notary Services	3708	Patient Financial Services	856-824-3000
Nursing Administration	3013	Main Number	609-835-2900
Spiritual Care	4203	Admissions Office	609-835-3020
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Welcome to Lourdes Medical Center of Burlington County

As one of the region's premier health care providers, our entire family of professionals – physicians, nurses, therapists, technicians, support staff and volunteers – are committed to providing you with excellence in patient care in a compassionate environment.

This Patient Information Guide is designed to provide you with information about Lourdes programs and services that may be of assistance to you and your family during your hospitalization. Should you or a family member have questions, one of our associates will be happy to assist you.

On behalf of our sponsors – the Franciscan Sisters of Allegany, New York – and our Board of Trustees, we thank you for choosing Lourdes Medical Center of Burlington County. We truly appreciate the trust you have placed in us, and we promise to do our very best to make your stay with us as productive and comfortable as possible.

Sincerely,

*Alex Hatala
Chief Executive Officer
Lourdes Health System*

*Eugene R. Johnson
Chief Administrative Officer
Lourdes Medical Center of Burlington County*

The Lourdes Health System is one of southern New Jersey's leading health care providers, with hospitals located in Camden and Willingboro.

Lourdes Medical Center of Burlington County is a 249-bed community hospital in Willingboro. Specialty services include the Lourdes Cancer Center, which is a member of the University of Pennsylvania Cancer Network; Lourdes Specialty Hospital of Southern New Jersey, a unit for long-term acute-care patients; cardiology services, including an EECF laboratory for the treatment of chronic chest pain; maternity services; and behavioral health services.

Founded in 1961 by 11 physicians looking to serve the growing Willingboro area, Lourdes Medical Center of Burlington County today is an important community asset that provides technologically advanced diagnostic and treatment options. Lourdes Medical Center of Burlington County has benefited from tens of millions of dollars in capital improvements since 1999 when it was acquired by Lourdes Health System. Since then, the hospital opened a long-awaited \$20 million same-day surgery center, with new operating suites, recovery areas and a new critical care unit. It has also upgraded and enhanced many of its facilities, including its Women's Center, which offers a full range of diagnostic, treatment and educational resources.

In addition, Lourdes Medical Center of Burlington County enjoys a close association with area physicians who offer advanced diagnostic and treatment options, including the latest laparoscopic approaches to bariatric and urologic surgery, an acute pain management service and full complement of radiology services.

Lourdes Medical Center of Burlington County is the sister hospital of Our Lady of Lourdes Medical Center in Camden, a regional referral center. The 410-bed medical center offers many specialty services, including: The New Jersey Heart Institute at Lourdes, one of the largest providers of cardiac services in the Delaware Valley; the Regional Perinatal Center for high-risk mothers and infants; the Lourdes Regional Rehabilitation Center; the Southern New Jersey Regional Dialysis Center; and the Center for Organ Transplantation, the only hospital in the state approved to perform kidney, pancreas and liver transplants.

The Lourdes Wellness Center in Collingswood is a leader in integrative and holistic services, combining mainstream medicine, alternative therapies and spirituality to enhance a healthy lifestyle. Programs include community health education and

wellness, integrative family medicine, the Lourdes Institute of Wholistic Studies and the Lourdes Integrative Wellness Center in Columbus, NJ.

Lourdes Health System is also recognized by the American Hospital Association as a national leader in the provision of community outreach services. These award-winning programs include the Osborn Family Health Center, a primary-care clinic located in Camden, Project H.O.P.E., a homeless outreach program, The Bridge, a peer support program for teenagers, a Parish Nurse training program, a Senior Dining Program, among others.

accommodations

Food and Nutrition Services

Our personalized meal service is very unique and most likely different from what you may have experienced in other hospitals. One of our skilled Nutrition Care Assistants has been assigned to provide all of your food service needs. Your meal selections will be taken twice a day. The Nutrition Care Assistant will offer you our daily special or you may select from one of our alternate selections.

Depending on your schedule of X-rays, laboratory tests or other procedures, you may miss a meal or your meal may be delayed. You can look forward to receiving your next meal once the Food and Nutrition Services Department is notified that you may resume eating.

Special Meals

Please let your Nutrition Care Assistant know if you have any religious, ethnic or other special diet restrictions. Although we do not prepare Kosher trays or meals, we do provide frozen Kosher entrees. We would like to accommodate your special dietary needs in any way. Disposable dishes and utensils are available upon request.

Guest Trays

Guest meals are available for breakfast, lunch and dinner, seven days a week. The cost is \$5.00, payable to the cafeteria cashier. Your guest will be issued a receipt, which should be presented to your Nutrition Care Assistant who will then take your guest's order. Their guest tray will arrive at the same time your meal.

If you would like diet instruction or are unsure of your dietary restrictions and would like to speak with a dietitian, please tell your nurse.

Mail and Flowers

Mail will be delivered by our volunteer staff to your room each day. Mail received after your discharge will be forwarded to your home address. Tell your family and friends to use your full name and room number when addressing mail to you. Address correspondence to: Lourdes Medical Center of Burlington County, 218A Sunset Road, Willingboro, NJ 08046. Flowers are also delivered by our volunteer staff.

Any gifts or items arriving for you will be delivered to your room daily. Any items that arrive after discharge will be forwarded to your home.

If you are mailing a letter, please make sure that the envelope is addressed and stamped. Call the Volunteer Office at 609-835-3045 to have your mail picked up.

Newspapers and Magazines

A complimentary copy of the local newspaper is delivered daily to patient rooms. In addition, newspapers are available in machines located outside the hospital main entrance. You may request that a newspaper be delivered to you by calling the Gift Shop. The Medical Library also maintains a cart with used books and magazines. You may request that these materials be delivered to your room by calling the Volunteer Office at extension 3045. A library cart with used books and magazines is available in the Medical Library.

Telephone and Television Services

Telephone and television services are automatically provided to all patients. The TV fee is a daily rate of five dollars (\$5) per patient. Your daily charges are electronically computed and will be billed to your home telephone bill (it will appear on your phone bill as HOSP TEL CHG). The telephone is free for local calls only. Other calls will require a calling card.

If you wish to decline this service, please call extension 3405.

If you have any problems with your TV reception, please call extension 3715.

For the hearing impaired, all phones are equipped with a built-in control to amplify sound.

Cell Phone Use

Cell phone use is restricted in certain areas of the hospital. Please read and follow posted signs for cell phone use. When in doubt, please consult a Lourdes associate.

Wireless Internet Access

Lourdes offers complimentary wireless Internet access to patients, families and visitors at both Lourdes Medical Center of Burlington County, Willingboro, and Our Lady of Lourdes Medical Center, Camden.

Be assured that the new networks have the highest security standards and are separate from the hospital network. In no way will guest users be able to access the hospital data network, hospital information systems or confidential patient information.

Most laptops will pick up the wireless connection from most spots in the hospital as soon as you turn on your computer. Instructions and a frequently asked questions guide are available to all patients and visitors. For more information, please call extension 3708.

Environmental Services

Our Environmental Services staff cleans patient care areas on a daily basis. If you have a question or concern about the cleaning of your room, please ask for an Environmental Services representative or call extension 3095.

Repairs/Cleaning

Please inform your nurse if you notice something in your room that needs repair. A member of our Maintenance Department will be called to make the necessary repairs.

Prior to your admission, a member of our Environmental Services Department thoroughly cleaned your room. In addition, you can expect a member of our staff will service your room on a daily basis to insure that your environment is clean.

*patient services***Spiritual Care**

Spiritual/Pastoral Care Services are available to patients of all faith traditions. The Department staff includes the Spiritual Care Director, Catholic priests, lay Chaplain Assistants and Eucharistic Ministers.

Each morning at 9 a.m. you will hear Morning Prayer over the public address system. We encourage everyone to pause and listen for just a moment.

Our Chaplains are available to provide comfort, prayer and a listening presence to all patients. Priest Chaplains are available for sacramental ministry. We enjoy an

excellent relationship with clergy members of Protestant and Jewish traditions. They are a regular part of our Pastors-on-Call Schedule.

If there is any spiritual need with which we can assist you, please do not hesitate to contact the Spiritual Care Department. A patient or family member may request any pastoral service by making a request to the nurse or calling the Spiritual Care Department at ext. 4203. We can also be reached from outside the hospital by calling 609-835-2900 and asking for extension 4203.

Case Management

The Case Management Department assists with social work services and discharge planning needs. Our case managers are either nurses or social workers and can assist patients and their families with nursing home or rehabilitation placement, home care arrangements, referrals to community resources, and information on counseling, consultations and education. They can be reached at extension 3198.

Patient Education

Patient education is vital to promote health and restore well being. You and your family have the right to information about your condition, tests and your treatment plan during your hospital stay. The purpose of patient education is to provide information and to guide patients in creating healthier lifestyles. Lourdes Medical Center of Burlington County uses a multi-disciplinary approach to education. Physicians, nurses, social workers, dietitians, therapists and other members of the healthcare team are ready to help you. Pamphlets, videotapes or closed circuit TV programs are also available. Discuss your needs with your caregivers to obtain the resources you need during your hospital stay.

Patient Relations

The Patient Relations Department at Lourdes Medical Center of Burlington County is available to assist you with any requests, questions or concerns that you or your family may have while you are a patient. The Department provides a number of important services that include: providing general information about the hospital; serving as a liaison between you, our staff and physicians; taking your suggestions for improving care; maintaining a language bank to provide interpreting services upon request; and assisting with writing an Advance Directive and/or Healthcare Proxy.

The Patient Relations Department represents your interest in all services offered at Lourdes Medical Center of Burlington County. If you have a request, question, concern or wish to extend a compliment, please call the Patient Relations Department.

Language Translation Assistance

Assistance is available for patients and families who do not speak English. Our associates have access to an external translation service, available 24 hours a day through the AT&T Language Line. Patient Relations is also available to assist with on-site language translation and sign language interpretation. For additional information, call Patient Relations at extension 3708.

Notary Services

Notary Services are available through the Patient Relations Department for medical power of attorneys only. Patients or families may request a notary by calling extension 3708.

Challenging Medical and Ethical Decisions

Technology is continually advancing and changing the delivery of health care, often bringing with it difficult and complex decisions for patients, their families, physicians and other healthcare professionals. For example, how does a family know the appropriate time to request a “do not resuscitate” order for a patient? What factors should be considered when making such a decision?

The Bioethics Committee of Lourdes Medical Center of Burlington County seeks to address these issues and provide the help necessary for you and your family to make informed decisions. The Committee does not make decisions; its purpose is to advise and educate patients and families on their options. The ultimate medical decisions belong to the patient, the family or designee. As a patient, you have the right to participate in consultation meetings regarding treatment decisions made on your behalf that deal with medical and ethical issues.

If you have an ethical concern or question about medical decisions, we are here to help you. Please call the Medical Center operator (“0”) who will direct your call appropriately. Or, you may contact the patient representative at extension 3708.

Important Decisions, a detailed account of the types of decisions that you and your family could face, as well as the most commonly asked questions and answers regarding these issues, is available as a brochure. If you have not received one, please feel free to request one from your Patient Relations Representative.

Before Your Discharge

When it is time to leave the Hospital, your attending physician will write a discharge order. A nurse will provide instructions about any special needs, such as medication requirements, you may have after leaving the Hospital.

Before leaving your room:

- review your discharge guidelines with your doctor or nurse, and ask questions you may have about your home care;
- let your nurse know if you need assistance with packing;
- collect/pick-up your prescription and referral information and schedule follow-up appointments;
- remember to take any equipment or supplies provided to you by your therapists; and,
- talk to your nurse about reclaiming your valuables left with security.

Continuing Your Care After Discharge

The discharge planning process is an important part of your treatment at Lourdes Medical Center of Burlington County. Physicians, nurses, case managers and social workers will work with you during your stay to find ways to make your transition from the hospital to your home as smooth and easy as possible.

A variety of continuing care and support group options are available once you leave the Medical Center. Our staff will notify you of available resources as part of the discharge process.

Directions to Lourdes Medical Center of Burlington County

Lourdes Medical Center of Burlington County is located on Sunset Road in Willingboro, New Jersey, and is easily accessible from Routes 130 and 295. Free parking is available to visitors in the front of the hospital's main entrance.

From Philadelphia and Camden:

Route 130 (from the South). Follow the signs over the Walt Whitman, Ben Franklin or Betsy Ross Bridge to Route 130 North. Follow Route 130 North to Van Sciver Parkway, Willingboro, just past the Willingboro Plaza. Turn right at the traffic light onto Van Sciver Parkway. At the first traffic light (Sunset Road), turn left. The hospital will be on the right.

From Trenton:

Route 130 (from the North). Follow Route 130 South to the Van Sciver Parkway jughandle (Willingboro), just before Willingboro Plaza. Take the jughandle and cross over Route 130 onto Van Sciver Parkway. At the first traffic light (Sunset Road), turn left. The hospital will be on the right. You may also take Route 130 South off the Burlington Bristol Bridge to access the hospital from the north-eastern Philadelphia suburbs.

From Cherry Hill:

Route 295 (from the South). Follow Route 295 North to exit 45B (Willingboro). The exit ramp will put you onto Beverly-Rancocas Road. Go 2.1 miles to the fifth light and turn right onto John F. Kennedy Way. Go 1.9 miles on JFK Way to the third light (a water tower will be on your right) and turn left onto Van Sciver Parkway. Go .6 miles and turn right at the light onto Sunset Road. The hospital will be just ahead on your right.

From Bordentown:

Route 295 (from the North). Follow Route 295 South to the Burlington exit 47B. Follow Route 541 to the Sunset Road jughandle, just past the gas station on the right. Cross over Route 541. Continue on Sunset Road through three traffic lights. The hospital is on the left.

H In all cases, follow the blue hospital signs as you approach Willingboro.

visitor information

Information Desk

When friends and family members visit during your hospital stay, they lift your spirits and help in your recovery. It is the responsibility of the hospital to regulate visiting hours so that you may receive the best possible care. All visitors must stop at the information desk in the main lobby. The receptionists will give visitors a pass and direct them to your room.

Children may visit patients on certain units. Arrangements should be made in advance with the Nursing Unit. Visits should be limited to 30 minutes. Children must be accompanied by an adult and should be free of any communicable diseases. Children should not be left unattended in the lobby or other waiting areas.

Occasionally, it is necessary for a relative to remain overnight with a seriously ill patient. Arrangements may be made through your physician.

Visiting Hours

Medical Floors/Surgical Units	12:00 p.m. to 8:00 p.m.
ICU/CCU	12:00 p.m. to 8:00 p.m.
Mental Health Unit	6:00 p.m. to 8:00 p.m.
Maternity	Fathers – 24 hours Siblings – 10:00 a.m. to 8:00 p.m. Others (14 and older) – 10:00 a.m. to 8:00 p.m.

Alternate times may be arranged with nursing staff.

Cafeteria

Your visitors are welcome to dine in the hospital cafeteria located on the main floor of the hospital.

Cafeteria hours are as follows:

7:00 a.m. to 10:00 a.m.	Hot Breakfast
10:00 a.m. to 11:00 a.m.	Coffee Break
11:30 a.m. to 2:00 p.m.	Hot Lunch
2:00 p.m. to 4:00 p.m.	Beverages and Snacks
4:30 p.m. to 6:30 p.m.	Dinner Service

Vending machines are available 24 hours a day in the cafeteria, emergency department and maternity department.

Chapel

The Chapel is always open for patients, visitors, and associates. It is a place of scripture, worship and prayer from which comfort, grace and blessing flow into the halls and rooms of Lourdes. It is located in the Medical Center's main lobby, to the right of the elevators. Liturgy is celebrated once a week. A schedule is posted to the right of the Chapel entrance, with special schedules for holidays.

Gift Shop

The Rosewood Gift Shop at Lourdes Medical Center of Burlington County is located off the main lobby and is open daily. The gift shop is operated by the Lourdes Medical Center of Burlington County Auxiliary and proceeds benefit the hospital. Individuals may also order gifts online via the Lourdes web site at www.lourdesnet.org/shop. Purchased items can be delivered directly to a patient's room or ordered for pick up. For questions or requests, call extension 4263.

Public Restrooms and Telephones

Public telephones and restrooms are located adjacent to the main lobby (across from the Cashier's office), and in the Emergency Department's reception area.

Cell Phones

To ensure patient safety and respect for privacy, cell phone use is restricted in certain areas of the hospital. Please read and follow posted signs for cell phone use. When in doubt, please consult a Lourdes associate.

Wireless Internet Access

Lourdes also offers complimentary wireless internet access. For more information see section in "Accommodations."

ATM

For your convenience, an automated teller machine is located on the first floor across from the elevators.

Parking

Visitor and patient parking is available at the front of the hospital. If you are unable to find a spot, please contact a Security Officer who will help you. A Security escort to vehicles parked on hospital grounds is available by request.

your safety and security

Getting Information About a Patient

In order to ensure patient confidentiality and control over patient information, Lourdes offers a Patient Information Passcode Program. All patients admitted to Lourdes are given a personal passcode containing the last four digits of their account number. This passcode can be given to friends and family members by patients at their discretion, or at the discretion of immediate family members, if the patient's condition warrants. When callers telephone the hospital to inquire about a patient's condition, they must know that patient's passcode to be given access to the confidential, medical information. If they do not know the passcode, the information cannot be given at that time and they will be referred to the patient or the patient's family. If you have any questions regarding the Patient Information Passcode Policy, call Patient Relations at extension 3708.

Smoke-Free Hospital Policy

For everyone's health, and in keeping with standards set forth by regulatory agencies, Lourdes Medical Center of Burlington County is a completely smoke-free facility. Smoking is prohibited throughout the campus. That includes all hospital property and grounds operated by the Lourdes Health System including:

- In and around hospital-owned and leased buildings;
- All doorways and entrances;
- Parking lots and parking ramps;
- Vehicles on the property;
- Plazas;
- Grounds;
- Sidewalks immediately surrounding the hospital's property.

We appreciate your cooperation on this issue, as we seek to provide a safe and smoke-free environment for our patients, visitors and staff.

Need Help To Stop Smoking?

If you still smoke, the act of "quitting" is the best investment you can make in your health. Smoking causes cancer, heart disease, emphysema and many other diseases, and harms those around you – especially infants, children and the elderly.

If you are hospitalized, you are unable to smoke. We urge you to take this opportunity to make the rest of your life smoke-free. Ask your physician or nurse for more information on how to quit smoking, or call the Lourdes Wellness Center. The

Wellness Center operates a satellite facility in Burlington County, the Lourdes Integrative Wellness Center, which offers a variety of programs and services that can help you quit for good. To contact them, call 856-869-3125.

Electrical Appliances

For your safety, personal appliances such as radios, hairdryers, fans and electric razors (unless they are battery operated) are not permitted in your room.

Fire and Disaster Drills

State and local laws require that we periodically conduct fire and disaster drills. Although these drills may cause some inconvenience, please be assured that these drills are necessary to ensure your safety in the event of a real emergency.

ID Bracelet

When you are admitted, a plastic identification bracelet will be fastened around your wrist. For security and safety reasons, please do not remove this wristband until you are discharged from the hospital. Each patient has an individual barcode which will be used as part of patient identification.

Infection Control

Infection Control in a healthcare facility means preventing the spread of illness or disease. The hospital's Infection Control Program includes many prevention and control procedures which are key for maintaining a safe and healthy environment for everyone.

Cleanliness is the key to infection control. The single most important infection control measure is *handwashing*. When washing your hands, use soap and warm water. Scrub for at least 15 seconds and dry hands well. All patients, visitors and healthcare workers should follow these basic practices, which are essential for preventing the spread of germs. In addition, you will notice the medical center offers antibacterial "gel" dispensers. This non-water based solution can be used for hand cleansing if you are not near a sink.

- *What is personal protective equipment?*

Healthcare workers wear protective equipment while performing procedures that may cause splashing or exposure to body fluids or infectious materials. Gloves, masks, goggles and gowns provide protective barriers and help prevent the spread of germs.

- *Why are patients placed in isolation?*

Any patient who is suspected or known to have a communicable disease may be

in an isolation room. Also, patients who have been identified as having an antibiotic-resistant bacteria will also need isolation precautions, such as being in a private room or with a roommate that has a similar condition. A supply cart and special color-coded sign must be placed outside the door so that all persons entering the room are aware of the isolation precautions. Other protective equipment may be necessary and will be available on the isolation cart. These precautions are for the protection of everyone. This should not be cause for alarm.

- *How can visitors to Lourdes help prevent the spread of infection?*

Visitors to Lourdes Medical Center of Burlington County can help keep infection under control by following hospital rules and procedures. It is important to ask the healthcare staff for guidance when visiting specific units, especially when a patient is in an isolation room. Avoid visiting the hospital if you are ill or exposed to illness. This can prevent patient infections. Handwashing should be done before and after all patient visits.

If you have any Infection Control questions, please dial "0" and ask the operator to connect you to the Infection Control Department.

Security

For your comfort and protection, Security Officers are on duty around-the-clock. You may request a security escort service to any area of the hospital and the parking areas.

Valuables and Belongings

Please leave valuables such as jewelry or large amounts of money at home. If you have valuables that must be secured, please tell the admissions interviewer or your nurse so arrangements can be made to store them in the hospital safe. The hospital cannot be responsible for any money or personal property left in your room.

Dentures, contact lenses and eyeglasses should be placed in protective containers when not in use. These containers should be stored safely so that they are not accidentally picked up and discarded. The hospital cannot be responsible for breakage or loss of such items.

statement of patients' rights and responsibilities

As a Catholic Medical Center, administered by the Franciscan Sisters of Allegany, NY, we recognize and respect the value and integrity of each person. We serve all people with the best possible care that embraces the physical, emotional, developmental, cultural and spiritual needs of each patient.

As a patient, the following is a list of your rights and responsibilities based on the regulation N.J.A.C. 8:43G-4.1 and HCFA regulations codified under 42 CFR 482.13., 1999.

Every New Jersey hospital patient shall have the following rights, none of which shall be abridged by the hospital or any of its staff. The hospital administrator shall be responsible for developing and implementing policies to protect patient rights and to respond to questions and grievances pertaining to patient rights. These rights shall include at least the following:

1. To receive care and health services that the hospital is required to provide under N.J.S.A. 26:1-1 et seq. and rules adopted by the Department of Health and Senior Services to implement this law.
2. To treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay, or source of payment.
3. To retain and exercise to the fullest extent possible all the constitutional, civil, and legal rights to which the patient is entitled by law.
4. To be informed of the names and the functions of all physicians and other healthcare professionals who are providing direct care to the patient. These people shall identify themselves by introduction or by wearing a name tag.
5. To receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's healthcare personnel.
6. To receive from the patient's physician(s) or clinical practitioner—in terms that the patient understands—an explanation of his or her complete medical condition, recommended treatment, risk(s) of the treatment, expected results and reasonable medical alternatives. If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to his or her next of kin or guardian and

documented in the patient's medical record.

7. To give informed, written consent prior to the start of specified, nonemergency procedures or treatments only after a physician or clinical practitioner has explained—in terms that the patient understands—specific details about the recommended procedure or treatment, the risks involved, the possible duration of incapacitation, and any reasonable medical alternatives for care and treatment. The procedures requiring informed, written consent shall be specified in the hospital's policies and procedures. If the patient is incapable of giving informed, written consent, consent shall be sought from the patient's next of kin or guardian, or through an advance directive, to the extent authorized by law. If the patient does not give written consent, a physician or clinical practitioner shall enter an explanation in the patient's medical record.
8. To refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of this act.
9. To be included in experimental research only when he or she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient, in accordance with law and regulation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.
10. To be informed if the hospital has authorized other healthcare and educational institutions to participate in the patient's treatment. The patient also shall have the right to know the identity and function of these institutions, and may refuse to allow their participation in the patient's treatment.
11. To be informed of the hospital's policies and procedures regarding life-saving methods and the use or withdrawal of life-support mechanisms. Such policies and procedures shall be made available promptly in written format to the patient, his or her family or guardian, and to the public, upon request. You have a right to present an Advance Directive when you are admitted to the medical center or formulate advance directives during hospitalization and have hospital staff and practitioners who provide care in the hospital comply with these directives.
12. To make informed decisions regarding his/her care; be informed of his/her health status; be involved in care planning and treatment; be able to request or refuse treatment and have a family member or representative of his/her choice

and his/her own physician notified promptly of his/her admission to the hospital.

13. To be informed in advance of furnishing or discontinuing patient care whenever possible.
14. To be informed by the attending physician and other providers of healthcare services about any continuing healthcare requirements after the patient's discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow up care after discharge.
15. To receive sufficient time before discharge to have arrangements made for healthcare needs after hospitalization.
16. To be informed by the hospital about any discharge appeal process to which the patient is entitled by law.
17. To be transferred to another facility only for one of the following reasons, with the reason recorded in the patient's medical record:
 - a. The transferring hospital is unable to provide the type or level of medical care appropriate for the patient's needs. The hospital shall make an immediate effort to notify the patient's primary care physician and the next of kin and document that the notifications were received; or
 - b. The transfer is requested by the patient, or by the patient's next of kin or guardian when the patient is mentally incapacitated or incompetent.
18. To receive from a physician an explanation of the reasons for transferring the patient to another facility, information about alternatives to the transfer, verification of acceptance from the receiving facility, and assurance that the movement associated with the transfer will not subject the patient to substantial unnecessary risk of deterioration of his or her medical condition. This explanation of the transfer shall be given in advance to the patient, and/or the patient's next of kin or guardian except in a life-threatening situation where immediate transfer is necessary.
19. To be treated with courtesy, consideration, and respect for the patient's dignity and individuality.
20. To freedom from physical and mental abuse.

Rights and policies related to restraints in acute, medical and surgical care (21-24), include the rights:

21. In acute and medical and surgical care to be free from any form of restraint that is not medically necessary or is used as a means of coercion, discipline, convenience, or retaliation by staff.
22. To have restraints used only if needed to improve "well-being" and when less restrictive interventions have been determined to be ineffective.
23. The following conditions govern the use of restraints. The use of restraints must be:
 - a. Selected only when other less restrictive measures have been found to be ineffective to protect the patient or others from harm.
 - b. In accordance with the order of a physician or other licensed independent practitioner permitted by the state and hospital to order a restraint.
This order must:
 - i. Never be written as a standing or as-needed basis.
 - ii. Be followed by consultation with the patient's treating physician as soon as possible if the restraint is not ordered by the patient's treating physician.
 - iii. Be in accordance with a written modification to the patient's plan of care.
 - iv. Be implemented in the least restrictive manner possible.
Be in accordance with safe, appropriate restraining techniques; and
 - v. End at the earliest possible time.
 - c. The condition of the restrained patient must continually be assessed, monitored, and reevaluated.
24. All staff who have direct patient contact must have ongoing education and training in the proper and safe use of restraints.

Rights and policies related to seclusion and restraints for behavior management (25-30) include the rights:

25. To be free from seclusion and restraint in any form imposed as a means of coercion, discipline, convenience, or retaliation by staff.
26. To have seclusion or a restraint only used in emergency situations if needed to ensure the patient's physical safety and less restrictive interventions have been determined to be ineffective.
27. The following conditions govern the use of seclusion for Behavior Management. The use of seclusion for behavior management must be:
 - a. Selected only when less restrictive measures have been found to be ineffective to protect the patient or others from harm.
 - b. In accordance with the order of a physician or other licensed independent practitioner permitted by the state and hospital to order seclusion or restraint.
 - c. The following requirements will be superseded by existing state laws that are more restrictive:
 - i. Orders for the use of seclusion or a restraint must never be written as a standing order or on an as needed basis.
 - ii. The treating physician must be consulted as soon as possible if the restraint or seclusion is not ordered by the patient's treating physician.
 - iii. A physician or other licensed independent practitioner must see and evaluate the need for restraint or seclusion within one hour after the initiation of the intervention; and
 - iv. Each written order for a physical restraint or seclusion in Behavioral Health is limited to four hours for adults, two hours for children and adolescents ages 9 to 17; or one hour for patients under nine. The original order may only be renewed in accordance with these limits for up to a total of 24 hours. After the original order expires, a physician or licensed independent practitioner must see and assess the patient before issuing a new order.
28. The use of restraints must be in accordance with a written modification to the patient's plan of care, and:
 - a. Implemented in the least restrictive manner possible;

- b. In accordance with safe appropriate restraining techniques; and
 - c. Ended in the earliest possible time.
29. A restraint and seclusion may not be used simultaneously unless the patient is:
 - a. Continually monitored face to face by an assigned staff member.
 - b. Continually monitored by staff using both video and audio equipment, and the monitoring equipment is in close proximity to the patient.
 30. The condition of the patient who is restrained or in seclusion must be continually assessed, monitored, and reevaluated.
 31. All staff who have direct patient contact must have ongoing education and training in the proper and safe techniques and alternative methods for handling behavior, symptoms and situations that traditionally have been treated through the use of restraints or seclusion.
 32. The hospital must report to the HCEA any death that occurs while a patient is restrained or in seclusion, or where reasonable to assume that a patient's death is result of restraint or seclusion.

Privacy and Confidentiality

Patients have the right:

33. To confidential treatment of information about the patient. Information in the patient's records shall not be released to anyone outside the hospital without the patient's approval, unless another healthcare facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third party payment contract, a medical peer review, or the New Jersey State Department of Health. The hospital may release data about the patient for studies containing aggregated statistics when the patient's identity is masked.
34. To have prompt access to the information contained in the patient's medical records, unless a physician prohibits such access as detrimental to the patient's health, and explains the reason in the medical record. In that instance, the patient's next of kin or guardian shall have a right to see the record. This right continues after the patient is discharged from the hospital for as long as the hospital has a copy of the record.
35. To obtain a copy of the patient's medical record, at a reasonable fee, within 30

days of a written request to the hospital. If access by the patient is medically contraindicated (as documented by a physician in the patient's medical record), the medical record shall be made available to a legally authorized representative of the patient or the patient's physician.

36. To have access to individual storage space in the patient's room for the patient's private use. If the patient is unable to assume responsibility for his or her personal items, there shall be a system in place to safeguard the patient's personal property until the patient or the next of kin is able to assume responsibility for these items. You are responsible for being respectful of the property of other persons and the Medical Center.
37. To have physical privacy during medical treatment and personal hygiene functions, such as bathing and using the toilet, unless the patient needs assistance for his or her own safety. The patient's privacy shall also be respected during other healthcare procedures and when hospital personnel are discussing the patient. Please note, however, that the right to personal privacy does not mean patients are entitled to a private room.

Financial Issues (also see "About Your Bill")

Patients have the right:

38. To receive a copy of the hospital payment rates, regardless of source of payment. Upon request, the patient or responsible party shall be provided with an itemized bill and an explanation of the charges if there are further questions. The patient or responsible party has a right to appeal the charges. The hospital shall provide the patient or responsible party with an explanation of the procedures to follow in making such an appeal. You are responsible for making sure that the financial obligations of your health care are addressed as quickly as possible.
39. 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.

Conduct of Staff and Patients

You have the right

40. To be advised in writing of the hospital rules and regulations that apply to the conduct of patients and visitors.

41. To be given a summary of these patient rights as approved by the New Jersey State Department of Health, and any additional policies and procedures established by the hospital involving patient rights and responsibilities. This summary shall also include the name and phone number of the hospital staff member to whom patients can complain about the possible patient rights violations. This summary shall be provided in the patient's native language if 10 percent or more of the population in the hospital's service area speak that language. In addition, a summary of these patient rights as approved by the New Jersey State Department of Health shall be posted conspicuously in the patient's room and in public places throughout the hospital. Complete copies of this subchapter shall be available at nurse stations and other patient care registration areas in the hospital for review by patients and their families or guardians.

Quality and Safety

Patients have the right:

42. To have pain assessed, managed and treated. Pain management is a component of patient care. You can expect to have measures employed to promote the highest level of comfort possible and to prevent unnecessary discomfort and suffering.
43. To receive care in a "safe setting." Respect, dignity and comfort are components of an emotionally safe environment.
44. To contract directly with a New Jersey licensed registered professional nurse of the patient's choosing for private professional nursing care during his/her hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures in regard to treatment protocols, and policies and procedures 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 and non-profit professional nurses association registries that refer for private professional nursing care.

Patient's Responsibilities

As a patient, you and/or your guardian have the responsibility:

45. To give, to the best of your knowledge, accurate and complete information about present health complaints, past illnesses, hospitalization, medications and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to the medical caretakers when you do not clearly understand your illness or care plan.

46. To follow the treatment plan recommended by the medical caretaker in charge of your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and put into practice the medical caretaker's orders, and as they follow the rules and regulations of the Medical Center. You are responsible for keeping appointments, and when unable to do so, for notifying the responsible medical caretaker of the Medical Center.
47. To be accountable for your actions if you refuse treatment or do not follow the medical caretaker's instructions.

What you can expect from Lourdes Medical Center of Burlington County staff:

48. If your physician advises you that your condition has become terminal, your caregivers will become especially sensitive to your personal needs and visitation with your family and friends. You may wish to consult with Pastoral Care. All members of our staff will witness deep concern for your welfare and spiritual and emotional support for you and your family.
49. Nothing contained in this Statement of Patients' Rights and Responsibilities shall require Lourdes Medical Center of Burlington County or any medical personnel involved in the Medical Center, as well as its agents and associates, to perform any medical procedures or course of treatment which is contrary to the Ethical and Religious Directives for Catholic Health Facilities, except as required by law.

Complaints

You have the right:

50. To present grievances to the hospital staff member designated by the hospital to respond to questions or grievances about patient rights and to receive an answer to those grievances within a reasonable period of time. The hospital is required to provide each patient or guardian with the names, addresses, and telephone numbers of the government agencies to which the patient can complain and ask questions, including the New Jersey Department of Health Complaint Hotline at 1-800-792-9770. The address of the Department of Health is: Complaint Program, Division of Health Facilities Evaluation, CM367, Trenton, NJ 08625-0367.

51. This information shall also be posted conspicuously in public places throughout the hospital.
52. The hospital or Department of Health, as appropriate, shall respond promptly in writing to the complaint. The Department of Health shall investigate a written complaint filed with the Department and report its findings to the hospital.
53. To a fair hospital grievance process, which will have the following elements:
The hospital's governing body is responsible for reviewing and resolving grievances, unless it delegates the responsibility in writing to a "Grievance Committee."
The grievance process allows for timely referral of patient quality of care or premature discharge concerns to the appropriate "Quality Control Peer Organization."
A specified time frame for review of a grievance and providing a response.
A grievance resolution that includes a written notice of the hospital's decision that includes the name of a contact person, steps taken to investigate the grievance, result of the grievance process and the date of completion.
54. Contact the Patient Relations and/or Risk Management Department of the Medical Center if you have any comments/complaints regarding any of the rights and responsibilities or concerns about the quality of care and/or patient safety. Dial extension 3708 or ask a member of our staff to call for a patient representative to discuss your concern. A representative of the Medical Center is available 24 hours a day. If the concern in question cannot be resolved at this level, then the Joint Commission can be contacted. You can call 800-994-6610, 8:30 a.m. to 5:00 p.m., Central Time, weekdays to find out how to file your complaint.

your responsibilities as a patient

As a patient at Lourdes Medical Center of Burlington County you have specific rights guaranteed by New Jersey State law. Along with these rights exist the following patient responsibilities:

1. Be considerate of other patients by allowing them privacy, limiting your visitors and maintaining a quiet atmosphere. Telephones, television, radios and lights should be used in a manner agreeable to others.
2. It is your responsibility to ask for explanations of any medical problem or treatment plan if you do not have a clear understanding of them. Once you have agreed to a treatment plan, it is important that you follow the prescribed plan. You may specifically want to ask:
 - Why a treatment is recommended;
 - What alternatives are available;
 - Whether the treatment causes discomfort or pain;
 - How long the treatment will last;
 - What risks are involved.
3. You should not make any decisions about your care if you feel you are not fully informed. You may be asked to give your consent in writing to certain tests, procedures or operations. Ask as many questions as you need to fully understand each document you are asked to sign. If you change your mind or refuse a treatment, discuss your reasons with your physician.
4. As a partner in your health care, we encourage you to:
 - Be honest. Provide an accurate and complete medical history.
 - Understand. Ask questions of the health care team whenever necessary.
 - Follow the plan. Tell the staff if you feel you cannot comply with the plan.
 - Report changes. Tell your doctor if there is a change in your health.
 - Know your medications. If possible, have a list of what drugs you take and why.
 - Know your staff. Try to learn the names of everyone who cares for you.
5. Your cooperation with hospital regulations is appreciated.
6. You and your visitors may not smoke in the hospital or outside the hospital.
7. If possible, do not bring anything of value with you to the hospital. If you do, please ask to have it locked up until you are ready for discharge.
8. Ask your family and visitors to respect visiting hours and the rights of other patients.

9. You are expected to pay your hospital bill in a timely fashion. If you have any problems or concerns regarding your bill, do not hesitate to contact Patient Financial Services at 856-824-3000.

For any assistance with understanding these responsibilities, contact the Patient Relations Department at 609-835-3708. You may also request to have a Patient Representative visit you. This can be arranged through your nurse.

About Your Bill

After your discharge, you will receive a Medical Center bill which covers your nursing care, room, meals and services of other support employees. Any diagnostic tests or studies ordered by your physician will be listed on the bill as additional services. If you have any questions, contact the Lourdes Business Office at 856-824-3000.

You may also receive a separate bill from your personal physician and other physicians such as an anesthesiologist, cardiologist, neurologist, pathologist and/or radiologist who have provided consultation or direct services. For information regarding these bills, please contact the physician's office directly using the telephone number on the bill.

Payment

Payment can be made to the Cashier's Office, located adjacent to the main lobby. If you are covered by third-party insurance (Medicare, Medicaid, Blue Cross, commercial insurance, or a participating HMO), the Lourdes Business Office will process the claim. If you are not fully covered, you will be responsible for the portion of the bill not covered by your third-party insurer. Most major credit cards are accepted. Patients who are truly unable to pay their hospital bill may be eligible for charity care. Please contact our financial counselors by calling 609-835-3017.

Notice of Availability of Charity Care

Lourdes Medical Center of Burlington County is able to give a reasonable amount of its services free or at a reduced charge to persons who are unable to pay for medical care, based upon certain guidelines.

If you believe you are unable to pay for all or part of the care you need, please contact the financial counseling office at 609-835-3017 to learn if you qualify for assistance.

Understanding Financial and Billing Responsibilities

Who is responsible for paying the hospital bill?

Many people who have health insurance think their insurance company is responsible for paying the bills incurred at the hospital. This is not necessarily true. When you register for services at Lourdes Medical Center of Burlington County, one person is determined by the interviewer to be the guarantor. This person is responsible for paying the bill. It is the responsibility of the guarantor to pay the hospital bill and make sure their insurance company pays what it should pay. Because health insurance is complex, we suggest you call your insurance representative prior to needing services to have your benefits explained to you fully. Unfortunately, many people receive unwelcome surprises when the bill arrives because they were not familiar with their health insurance coverage.

Who bills my insurance?

As a courtesy to you, the hospital will bill your insurance company for you as long as you have provided all of the required information. Failure to obtain pre-certification or pre-authorization as required by your insurance may result in your being responsible for the total bill or a balance of your bill. Some insurance plans do not provide full payment of your bill. If this occurs, you will be asked to pay the difference.

What if I can't afford to pay the bill?

If you do not have insurance, you are still responsible for paying your entire bill. We understand that health care can be expensive and many people have difficulty paying their bills. Our financial counselors are able to work out an affordable payment plan for most families. We also have a special program called Charity Care for New Jersey residents who qualify. To receive information on financial assistance or to make billing arrangements, please call Patient Financial Services between the hours of 8:30 a.m. and 4:00 p.m., Monday through Friday at 856-824-3000.

Physicians' fees

Fees for physician services (professional fees) charged by your doctor and other doctors involved in your care such as X-ray, laboratory, pathology and cardiology, will be billed separately by the physician's office and should be paid separately. These fees are not part of the hospital bill. The hospital may have a contract with your specific insurance, but the physician(s) may not.

If your claim is denied

Many insurance companies base their payments on the necessity of your care. Payment to the hospital is determined by the severity of your illness and your insur-

ance company's determination of what is a necessary service. If you are insured under a managed care plan, you must have the approval of your primary care physician to receive services. Most plans require a separate authorization for lab tests, X-rays and other specialty care that is recommended. You may be financially responsible for services which are not authorized.

Important Reminders:

Know your health insurance benefits before you need hospital services. The guarantor, not the insurance company, is responsible for making sure doctor and hospital bills are paid. The hospital offers a financial assistance program and a payment plan. Contact Patient Financial Services at 856-824-3000 for information. Managed Care Plans (i.e. HMO/PPO) require pre-certification and/or authorization prior to receiving services. Fees for physician services will be billed separately from hospital services and should be paid separately to the physician.

your right to make healthcare decisions in NJ

This document explains your rights to make decisions about your own health care under New Jersey law. It also tells you how to plan ahead for your health care if you become unable to decide for yourself because of an illness or accident. It contains a general statement of your rights and some common questions and answers.

Your Basic Rights

You have the right to receive an understandable explanation from your doctor of your complete medical condition, expected results, benefits and risks of the treatment recommended by your doctor, and reasonable medical alternatives. You have the right to accept or refuse any procedure or treatment used to diagnose or treat your physical or mental condition including life-sustaining treatment.

You also have the right to control decisions about your health care in the event you become unable to make your own decisions in the future by completing an advance directive.

What happens if I'm unable to decide about my health care?

If you become unable to make treatment decisions due to illness or an accident, those caring for you will need to know about your values and wishes in making decisions on your behalf. That's why it's important to write an advance directive.

What is an Advance Directive?

An advance directive is a document that allows you to direct who will make health care decisions for you and to state your wishes for medical treatment if you become unable to decide for yourself in the future. Your advance directive may be used to accept or refuse any procedure or treatment including life-sustaining treatment.

What types of Advance Directives can I use?

There are three kinds of directives that you can use to say what you want and who you want your doctors to listen to:

- *A Proxy Directive* (also called a “durable power of attorney for health care”) lets you name a “health care representative”, such as a family member or friend to make health care decisions on your behalf.
- *An Instruction Directive* (also called a “living will”) lets you state what kinds of medical treatments you would accept or reject in certain situations.
- *A Combined Directive* lets you do both. It lets you name a health care representative and tells that person your treatment wishes.

Who can fill out these forms?

You can fill out an advance directive in New Jersey if you are 18 years or older and you are able to make your own decisions. You do not need a lawyer to fill it out.

What should I do with my advance directive?

You should talk to your doctor about it and give a copy to him or her. You should also give a copy to your health care representative, family member(s) or others close to you. Bring a copy with you when you must receive care from a hospital, nursing home, or other health care agency. Your advance directive becomes part of your medical records.

What if I don't have an advance directive?

If you become unable to make treatment decisions and you do not have an advance directive, your close family members will talk to your doctor and in most cases may then make decisions on your behalf. However, if your family members, doctor, or other caregivers disagree about your medical care, it may be necessary for a court to appoint someone as your legal guardian. (This also may be needed if you do not have a family member to make decisions on your behalf.) That's why it's important to put your wishes in writing to make it clear who should decide for you and to help your family and doctor know what you want.

Will my advance directive be followed?

Yes. Everyone responsible for your care must respect your wishes that you have stated in your advance directive. However, if your doctor, nurse or other professional has a sincere objection to respecting your wishes to refuse life-sustaining treatment, he or she may have your care transferred to another professional who will carry them out.

What if I change my mind?

You can change or revoke any of these documents at a later time.

Will I still be treated if I don't fill out an advance directive?

Yes. You don't have to fill out any forms if you don't want to and you will still get medical treatment. Your insurance company cannot deny coverage based on whether or not you have an advance directive.

What other information and resources are available to me?

Your doctor or a member of our staff can provide you with more information about our policies or advance directives. You also may ask for written informational materials and help. If there is a question or disagreement about your health care wishes, we have an ethics committee or other individuals who can help. The hospital's education channel also offers additional information. See television guide for schedule.

For further information regarding Advance Directives, please call any of the following associates at Lourdes Medical Center of Burlington County:

Patient Relations:	609-835-3708
Spiritual Care:	609-835-2900 extension 4203
Case Management:	609-835-3198

NJ hospital care payment assistance fact sheet

What is the Hospital Care Payment Assistance Program?

The New Jersey Hospital Care Payment Assistance Program (Charity Care Assistance) is free or reduced charge care which is provided to patients who receive inpatient and outpatient services at acute care hospitals throughout the State of New Jersey. Hospital assistance and reduced charge care are available only for necessary hospital care. Some services such as physician fees, anesthesiology fees, radiology interpretation and outpatient prescriptions are separate from hospital charges and may not be eligible for reduction.

Where does funding for hospital care payment assistance come from?

The source of funding for hospital care payment assistance is through the Health Care Subsidy Fund administered under Public Law 1997, Chapter 263.

Who is eligible for hospital care payment assistance?

Hospital care payment assistance is available to New Jersey residents who:

1. Have no health coverage or have coverage that pays only for part of the bill; and
2. Are ineligible for any private or government sponsored coverage (such as Medicaid); and
3. Meet both the income and assets eligibility criteria listed below.

Hospital assistance is also available to non-New Jersey residents, subject to specific provisions.

Income Criteria

Income as a Percentage of HHS Poverty Income Guidelines	Percentage of Charge Paid by Patient
less than or equal to 200%	0%
greater than 200% but less than or equal to 225%	20%
greater than 225% but less than or equal to 250%	40%
greater than 250% but less than or equal to 275%	60%
greater than 275% but less than or equal to 300%	80%
greater than 300%	100%

If patients on the 20% to 80% sliding fee scale are responsible for qualified out-of-pocket paid medical expenses in excess of 30% of their gross annual income (i.e., bills unpaid by other parties), then the amount in excess of 30% is considered hospital care payment assistance.

Assets Criteria

Individual assets cannot exceed \$7,500 and family assets cannot exceed \$15,000. Should an applicant's assets exceed these limits, he/she may "spend down" the assets to the eligible limits through payment of the excess toward the hospital bill and other approved out-of-pocket medical expenses.

How are individuals made aware of the availability of hospital care payment assistance?

Hospitals post signs in English, Spanish and any language which is spoken by 10% or more of the population in the hospital's service area. These signs are posted in appropriate areas of the facility such as the admissions area, the business office, outpatient clinic areas and the emergency room. The sign informs patients of the availability of hospital assistance and reduced charge care, gives a brief description of the eligibility criteria, and directs the patient to the business office or admissions office of the hospital. Every patient should receive a written notice of the availability of hospital care payment assistance and medical assistance.

What are the screening procedures for third party payers and Medicaid?

All charity care applicants must be screened to determine the potential eligibility for any third-party insurance benefits or medical assistance programs that might pay towards the hospital bill.

Patients may not be eligible for the hospital care payment assistance program until they are determined to be ineligible for any other medical assistance programs.

Patients are responsible to obtain a financial screening from the hospital in a timely manner. Usually, a patient must apply for Medicaid within 3 months from the date of hospital services.

Once the hospital has informed the patient about medical assistance and/or makes the referral properly, if the patient fails to cooperate or does not go for screening in a timely manner, the hospital has the option to bill the patient and pursue collection efforts, regardless of eligibility for hospital care payment assistance.

How does someone apply for hospital care payment assistance?

The patient or prospective patient must apply for hospital care payment assistance at the hospital from which he/she plans to obtain or has obtained services. The patient should apply at the business office or admissions office of the hospital. The patient or responsible party must answer questions related to his/her income and assets, as well as provide documentation of the income and assets. The hospital will make a determination of whether the applicant is eligible as soon as possible, but no more than ten working days from the time a complete application is submitted. If the request does not include adequate documentation to make a determination, the request shall be denied. The appli-

To explore career opportunities at Lourdes
visit our website at: www.LourdesCareers.org



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