



Patient Information Guide



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Welcome to Our Lady of Lourdes Medical Center

As one of the region's premier healthcare 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 Our Lady of Lourdes Medical Center. 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,

A handwritten signature in blue ink that reads "Alexander J. Hatala". The signature is written in a cursive style with a blue ink color.

*Alexander J. Hatala
President & Chief Executive Officer
Lourdes Health System*

The Lourdes Health System is one of the region's leading healthcare providers, recognized nationally for excellence in clinical care and service to the community. The system has two general acute care hospitals, located in Camden and Willingboro, New Jersey, and a growing network of ambulatory care facilities and physician practices located throughout southern New Jersey. A major teaching affiliate of the Rowan University School of Osteopathic Medicine, Lourdes provides a full range of medical, surgical, obstetrical, behavioral health, rehabilitation and long-term acute care services. Lourdes has a network of outpatient facilities and physician practices throughout southern New Jersey. Lourdes is a member of Trinity Health.

Our Lady of Lourdes Medical Center in Camden is recognized for quality patient care. Our Lady of Lourdes consistently outperforms other hospitals in annual quality rankings and has been honored as a Joint Commission Top Performer on Key Quality Measures. A regional referral center, Our Lady of Lourdes is a destination hospital for cardiovascular care, with one of the largest programs in the Delaware Valley. The medical center is the only facility in southern New Jersey performing kidney, liver and pancreas transplants. Lourdes specializes in surgical services, including cardiothoracic, vascular, general, bariatric, gynecologic, neurologic, orthopedic and urologic, using the most minimally invasive approaches available. The Lourdes Regional Rehabilitation Center is the only comprehensive rehabilitation facility located within an acute care hospital in southern New Jersey.

Lourdes Wellness Services combines mainstream medicine, alternative therapies and spirituality to enhance a healthy lifestyle. Focusing on mind, body and spirit, Lourdes Wellness offers community health education and specialized services—including massage, acupuncture, yoga and t'ai chi—at convenient locations across the area.

LIFE—Living Independently for Elders—at Lourdes is a Program of All-Inclusive Care for the Elderly (PACE), assisting seniors to live safely at home while being helped by a team of healthcare experts. LIFE provides adult day care and medical care, medications, social services and transportation, when needed. Funded by Medicare and Medicaid, LIFE serves qualified residents of Camden County.

your stay with us

Patient Dining at Our Lady of Lourdes Medical Center

The Food and Nutrition Services team is committed to providing you with wholesome, high quality and nutritious meals. We are here to serve you and make your dining experiences pleasant and enjoyable. While in our care, should your dietary needs change or you need to discuss your menu, just inform our food services staff and a dietitian will be happy to meet with you and provide options that best suit your needs and tastes.

Choosing Your Meals

A nutrition care assistant will come to your room about 90 minutes before your scheduled mealtime to talk with you about the day's menu choices. Your selections will be recorded on a computer tablet, which will allow our Food and Nutrition team to provide you with a customized meal that meets your dietary requirements. You are encouraged to discuss the menu choices with our staff.

Tray Delivery Times

Patient Trays are delivered at the following times:

Breakfast	7:30 a.m. – 9:30 a.m.
Lunch	11:30 a.m. – 1:00 p.m.
Dinner	4:30 p.m. – 6:00 p.m.

The precise time of your meal delivery may vary slightly, depending on the unit in which you are hospitalized. Please check with your nurse for more information.

Kosher and Vegetarian 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 meals intact. Lourdes does not keep a kosher kitchen for food preparation and handling. Lourdes does not accept responsibility of ensuring that the tray items meet their religious standards of kosher. Disposable dishes and utensils are available upon request.

Services by Dietitians

Our Lady of Lourdes Medical Center has a staff of registered dietitians who are specialists in nutrition care. Nurses evaluate each patient's nutritional status and education needs shortly after admission. Referrals for consultation are made to a dietitian when appropriate.

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.

We Welcome Your Input

The Food and Nutrition Services Department likes to keep in touch with patients to find out how well our nutrition care services are meeting expectations. During your stay, feel free to provide us with suggestions on how to make your meals more enjoyable. To speak with a dietary manager, please call extension 3594 or 3596 from any in-house phone.

Newspapers and Magazines

A complimentary copy of the local newspaper is delivered daily to patient rooms. In addition, newspapers, magazines, books and other reading material are available in the gift shop. Call extension 3673 to request reading material be delivered to your room. Additional reading material also is available via a library cart staffed by hospital volunteers.

Mail and Flowers

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

Wholistic Care

Musicians On Call

Lourdes has partnered with WXPB's Musicians On Call program to bring live and recorded music to patients' bedsides. Musicians perform at the hospital each Wednesday, rotating among the hospital units.

Telephone and Television Services

The telephone is free for local calls (856 and 609 area codes). Other calls require a calling card. All phones are equipped with a control to make the sound louder. You are free to use your cell phone as well.

Television services are provided free to all patients. If you have problems with your TV reception, call extension 3507.

Wireless Internet Access

Lourdes offers free wireless Internet access to patients, families and visitors.

Be assured that the 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.

To access the wireless connection, turn on your laptop, smartphone or tablet and search for available networks. Select “iguest.” Accept the terms of service and click to connect.

A charging station for your devices is conveniently located in the surgery waiting room on the third floor of the Pavilion.

Environmental Services

Prior to your admission, your room was thoroughly cleaned. Expect a member of our staff to clean your room each day. Please inform your nurse if something in your room needs repair. A member of the Maintenance Department will be called to make the necessary repairs.

Your care and comfort are of the utmost importance. Call Environmental Services at extension 3815 or Maintenance at extension 3507 with questions or concerns.

patient services

Your Care Team

We recognize that our teams are large and sometimes it is difficult to tell one person from another. All staff members are instructed to introduce themselves when they greet you.

Your physician will visit you daily during his or her “rounds.” You also can reach your physician by alerting nurses in your area. You also may be seen by a “hospitalist” or “intensivist.” These are physicians whose primary focus is caring for hospitalized patients. They are on site to respond immediately to a patient’s condition.

A nurse will be assigned to assess your needs and coordinate your care. Your nurse will work closely with other members of the care team to ensure you receive appropriate and timely care. All of our registered nurses wear navy blue uniforms or “scrubs.” You also may be seen by other clinical professionals. They may include physical, occupational, speech or respiratory therapists, dietitians and social workers.

Pastoral Care

Being in a hospital can be a time of celebration and healing, but is often a time of uncertainty, change and even loss. Our interfaith team of chaplains is here to support your beliefs and practices. Bedside visits, the comfort of the scripture and a healing hand on the brow are all part of this ministry. The sacraments of Anointing of the Sick, Holy Communion and Reconciliation are available. Efforts are made to identify and meet the needs of all religious traditions represented by patients in the Medical Center. To request a chaplain, dial “0” to call the hospital operator.

Integrated Care Management

Case managers and social workers are available to assist you and your family during and after your hospital stay. Services include discharge planning, community referrals and patient/family counseling. To contact a social worker or case manager, call extension 3799.

Patient Education

At Our Lady of Lourdes Medical Center, patient education is an integral part of preparing you for discharge and begins when you are admitted to the medical center. Your healthcare team will work with you to determine your education needs and provide you or your caregiver with the knowledge and skills you need to complete your recovery at home. If you have a chronic disease, our staff can provide you with the knowledge and skills to manage that disease in a manner that can improve the quality of your life. Our TV channel also provides patient education programming.

Medical Library

Patients and visitors are welcome to use the computers and other resources in the hospital's medical library, located on the first floor of the hospital. The library is open Monday through Thursday, 6 a.m. to 2:30 p.m., and Friday, 6 a.m. to 11:30 a.m. Contact the library at 856-757-3548.

Patient Relations

Respect and dignity are values of utmost importance to all of us here at Lourdes. Our Patient Relations Department actively strives to achieve these values by having a patient representative make visits to our patients and their families. A representative is available to answer any questions or concerns you may have. The patient representative is an advocate for your rights and responsibilities throughout your stay. You can contact one of our patient representatives directly by calling extension 3755. During evenings and weekends, please call the hospital operator ("0") and ask for the medical center coordinator.

Language Translation Assistance & Deaf Assistance Services

Assistance is available for patients and families who do not speak English, are deaf or hard of hearing. All services are provided free of charge. If you require such assistance, please tell your caregiver.

Palliative Care

Palliative care (pronounced pal-lee-uh-tiv) is specialized medical care for people with serious illnesses. It focuses on providing patients with relief from the symptoms, pain and stress of a serious illness—whatever the diagnosis. The goal is to improve quality of life for both the patient and the family.

At Lourdes, palliative care is provided by Samaritan Palliative Medical Partners. They are a team of doctors, nurses and other specialists who work together with your other doctors to provide an extra layer of support. It is appropriate at any age and at any stage in a serious illness and can be provided along with your other treatments.

Palliative care treats people suffering from serious and chronic illnesses such as cancer, heart disease, breathing problems like chronic obstructive pulmonary disease (COPD), kidney failure, Alzheimer's, Parkinson's, HIV/AIDS, multiple sclerosis and ALS.

Palliative care focuses on symptoms such as pain, shortness of breath, fatigue, constipation, nausea, loss of appetite, difficulty sleeping and depression. It also helps you gain the strength to carry on with daily life. It improves your ability to tolerate medical treatments. And it helps you have more control over your care by improving your understanding of your choices for treatment.

Ask your doctor if you would benefit from palliative care.

Making Your Healthcare Wishes Known

You play an important role in your health care. Practitioner Orders for Life-Sustaining Treatment (POLST) is a healthcare planning tool that empowers you to work closely with your medical team to detail your personal goals and medical preferences when facing a serious illness. The goal of POLST is to provide a framework for healthcare professionals so they provide the treatments patients do want and avoid those patients do not want. POLST is considered a set of medical orders and becomes part of your medical record. It can be changed at any time.

POLST works with an advance directive. An advance directive expresses your decisions about the type of care you would want to receive if you are unable to make your wishes known. All adults should have an advance directive, regardless of their health. If you already have an advance directive, please give a copy to your doctor or nurse.

If you wish to fill out POLST or an advance directive, ask a member of your medical team. A member of the nursing staff, Patient Relations, Integrated Care Management or Pastoral Care can help you fill it out.

Challenging Medical and Ethical Decisions

The hospital has a multidisciplinary Bioethics Committee to review ethical issues and concerns. The committee does not make decisions. It only advises and educates patients and families on their options. The ultimate medical decisions belong to the patient, the family or designee. If you are struggling with a concern, call the hospital operator (“0”), who will connect you with a member of the Bioethics Committee.

If you have an ethical concern or question about medical decisions, we are here to help you. Please call the hospital operator (“0”), who will connect you with a member of the Bioethics Committee.

Walgreens Medication Partnership

Taking the medicine prescribed by your doctor is an important part of your recovery. Lourdes Health System has partnered with Walgreens to help you obtain, understand and take your medicine at home.

- **Bedside medication delivery:** A Walgreens pharmacy technician will visit you to see if you would like to get your discharge medications from Walgreens on your day of discharge from the hospital. You can opt to get your medications one time if you want and then continue using your own pharmacy. The medicines are delivered from our on-site Walgreens pharmacy within one or two hours of discharge. A Walgreens pharmacist is available by phone to answer any questions.

- **Walgreens Transitions Program:** If you choose to enroll, you may receive your medication through Walgreens bedside delivery or a Walgreens retail pharmacy. Within 48 hours of discharge, a pharmacist will contact you to review your medications and answer any questions or concerns. A Walgreens pharmacist will contact you two more times within the next 30 days to see how you are doing. After 30 days, you can switch to your usual pharmacy if desired.
- **Walgreens In-hospital Pharmacy:** Located on the first floor of the Main Building, across from the Gift Shop, the Walgreens in-hospital pharmacy offers a convenient way for patients and family members to pick up prescribed medication and over-the-counter medicines before heading home. The pharmacy is open Monday through Friday, 9:00 a.m to 5:30 p.m. The pharmacy can be reached by calling 856-757-9601.

Going Home

As the day of your departure approaches, you can make everything run smoothly by making some preparations in advance. Your physician will tell you your estimated day and time of departure so that you may notify family members or friends when to bring you home. A nurse or doctor will provide instructions about your care after leaving the hospital. These instructions may include medication requirements. Understanding your discharge instructions are key to your continuing recovery.

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.
- Talk to your nurse about reclaiming your valuables left with security.
- If you need transportation by taxi or ambulance, speak to your nurse to make arrangements.

Continuing Your Care After Discharge

The discharge planning process is an important part of your treatment at Our Lady of Lourdes Medical Center. 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.

Reviewing Your Hospital Records

When you registered for your stay at Lourdes, you were asked if you wanted to enroll in the MyHealth patient portal. If you agreed, you were asked to provide an email address. MyHealth provides you with 24/7 secure, online access to your health information, whenever and wherever you need it. By having direct access to your own information—including your hospital discharge report and lab and radiology test results—you can become better informed about your health and serve as an active partner in your own health care. If you need help signing up, ask a member of the hospital staff. For more information, visit www.lourdesnet.org.

Lourdes Physicians

If you do not have a regular primary care physician or need ongoing care with a specialist, call 1-888-LOURDES (1-888-568-7337) to be referred to a physician near you. You also may visit www.lourdesnet.org.

Outpatient Scheduling

Following your treatment at Lourdes, your physician may recommend that you return to one of our facilities for additional testing or a procedure. The Lourdes Health System offers three easy and convenient ways to schedule your outpatient appointment.

- **By fax** – Your physician’s office may fax your prescription directly to our schedulers, who will contact you to schedule your appointment.
- **By phone** – Call 1-877-APPT-LHS (1-877-277-8547) to schedule all of your appointments at one time. Hours: Weekdays 7:30 a.m. to 5:30 p.m.
- **Online** – Visit the Lourdes Health System website at www.lourdesnet.org. Click on the “For Patients” section and then “Request an Outpatient Testing Appointment.”

A number of services are available for scheduling, including Radiology and Cardiac Rehabilitation.

Outpatient Wellness Services

Lourdes offers therapeutic massage, acupuncture, nutrition counseling, hypnotherapy, spiritual direction and art journaling at our facility at 1049 Haddon Avenue in Collingswood. For more information and to schedule an appointment, call 856-869-8190. Lourdes also offers yoga, t'ai chi and other programs throughout the area. Visit www.lourdeswellnesscenter.org for more information.

Diabetes Education

Managing diabetes can be challenging. The Lourdes Diabetes Education Program can help. Lourdes offers classes and support groups at Our Lady of Lourdes Medical Center, Lourdes Medical Center of Burlington County and LourdesCare at Cherry Hill. To learn more, call 1-877-533-4222.

Cancer Care

The Lourdes Cancer Program provides advanced, comprehensive care close to home. Lourdes has medical oncology, radiation oncology, radiology and surgical offices across the area. To learn more about cancer treatment at Lourdes, call our nurse navigator at 856-793-5791.

Patient Compliments and Feedback

If you are concerned with any aspect of your care or have any ideas for improvement, please bring them to the attention of the nurse manager on your unit. You also can contact the Patient Relations Department at extension 3755.

After you leave the hospital, you may receive a call about your experience as well as a patient satisfaction survey in the mail. Please complete the survey and return it to us. These are very important tools as we continually strive for ways to improve care at Lourdes.

Giving to Lourdes

Have you been touched by an angel? Many grateful patients wish to give to Our Lady of Lourdes Medical Center in appreciation for the care they received here. You can honor your caregiver or caregivers (doctors, nurses, other staff members) through the Guardian Angel program. Your Guardian Angel will be publicly recognized and will receive a custom-crafted lapel pin. To learn more about the Guardian Angel program, call 856-580-6458.

You also may give online. Simply go to www.lourdesnet.org and click on “Donating to Lourdes.”

visitor information

Visitors

We encourage you to have family and friends visit and comfort you during your stay at Our Lady of Lourdes Medical Center. The support and encouragement of loved ones is an important part of the healing process!

Visitors should check in with the reception desk in the lobby. There, they will be given a pass and directed to your room. This should be done at each visit in case you have been moved to another room or if visitation privileges have changed.

Our visiting hours are designed to ensure that all patients receive appropriate rest and time for delivery of medical care. When you do have visitors, please encourage them to be considerate of the needs of other patients. For the safety of your loved ones, our patients and staff, we strongly advise visitors who are sick to stay at home.

Patients have the right to specifically dictate who can visit and within what hours. Talk to your nurse if you have a special situation and wish to limit your visitors.

Visitors should park in our public parking lot, located across the street from the main lobby. Valet parking is available at all entrances to the hospital Monday through Friday. Meter parking is available on streets around the hospital campus.

Visiting Hours

Hospital visiting hours are from 7:30 a.m. to 9:30 p.m., seven days a week. Some units may have restrictions. Ask your nurse about any restrictions.

Chapel

The chapel is always open for patients, visitors and associates. Visible upon entrance to the main lobby, the hospital chapel is at the very heart of the medical center. It is a place of scripture, worship and prayer from which comfort, grace and blessing flow into the halls and rooms of Lourdes. Mass is held daily. Special schedules for holidays are posted outside the chapel.

Public Restrooms and Telephones

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

ATM

An automated teller machine (ATM) is located just off the main lobby, in a hallway near the cashier's office, restrooms and public telephone.

Food Services

Cafeteria

Your visitors are welcome to dine in the hospital cafeteria located in the basement level of the hospital. Daily specials are offered, in addition to a complete salad bar, grill, pizza and deli sandwiches.

<i>Cafeteria Hours of Operation</i>	
Monday to Friday:	Weekends and Holidays:
6:30 a.m. – 10:00 a.m.	7:30 a.m. – 10:00 a.m.
11:00 a.m. – 2:30 p.m.	11:00 a.m. – 2:00 p.m.
4:30 p.m. – 7:00 p.m.	3:30 p.m. – 6:00 p.m.
You may confirm these hours with your nurse.	

The Franciscan Café

The Franciscan Café is located on the first floor of the hospital, in the hallway leading to the Pavilion. It features an assortment of coffees, teas, lattes, cappuccinos and iced drinks, as well as sandwiches and other prepared foods.

<i>Franciscan Café Hours of Operation</i>	
Monday to Friday:	Saturday and Sunday:
7:00 a.m. – 7:00 p.m.	10:00 a.m. – 3:00 p.m.

Vending Machines

Vending machines are located in a room outside the cafeteria and are available 24 hours a day to visitors and staff.

Gift Shop

The hospital gift shop is located near the main lobby and is open weekdays 9:00 a.m. to 7:45 p.m., Saturdays 10:00 a.m. to 4:00 p.m. and Sundays 1:00 p.m. to 5:00 p.m. You can find items such as personal toiletries, greeting cards, snacks, flowers, newspapers, magazines, books and gifts. Individuals also may order gifts online. Choose “Gift Shop” from the Lourdes website homepage at www.lourdesnet.org. Purchased items can be delivered directly to a patient’s room or ordered for pick up. The gift shop accepts MasterCard and Visa. For questions or requests, call extension 3673.

Parking

Visitor and patient parking is available in a visitor lot located across from Our Lady of Lourdes Medical Center. A driveway entrance is available directly in front of the hospital for patient pickup and drop off. Valet parking is available at all entrances to the hospital Monday through Friday. Handicapped parking is available as well. Parking is free on weekends. Security officers are available if you need assistance. They can be reached by calling 856-365-4011. Upon request, a security officer will escort you to your vehicle parked on hospital grounds.

Meter parking is available on the streets around the hospital. A new mobile app from the City of Camden allows users to pay for meter parking by phone. Parking fees are charged to a credit or debit card. No coins are necessary. Download the MobileNOW! app at www.mobile-now.com, the iTunes App Store or Android Marketplace. You also may call 856-409-0803 and follow the voice prompts.

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 he or she does not know the passcode, the information cannot be given at that time and the caller will be referred to the patient or the patient's family. If you have any questions about the Patient Information Passcode Policy, call Patient Relations at extension 3755.

Smoke-Free Hospital Policy

For everyone's health, and in keeping with standards set forth by regulatory agencies, Our Lady of Lourdes Medical Center 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 prohibited from smoking. 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 in nearby Collingswood. To contact the Wellness Center, 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 dispensers. This non-water based solution can be used for hand cleansing if you are not near a sink. We encourage you to ask your caregivers if they have washed their hands.

- ***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 Our Lady of Lourdes 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 must be done before and after all patient visits.

Call the Infection Control department at 856-635-7875 or 856-635-2643 if you have any questions.

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

The hospital is not responsible for personal belongings kept in your room. Please leave valuables such as jewelry, watches and money at home. If this is not possible, you may ask your nurse to have valuable items stored in the hospital's safe. Security will be called to assist with this process. You will be issued a receipt itemizing your deposits. We ask patients and families to keep careful track of such personal belongings as eyeglasses, dentures and hearing aids.

Rapid Response Team

Our Lady of Lourdes Medical Center is committed to providing the safest care to all of our patients. We want our families and visitors to be partners in our patients' care. Our Rapid Response Team urgently responds to any emergency in the hospital. If you have concerns that something is wrong or witness an emergency situation or something is "just not right," you can call the RRT from any hospital phone by dialing "11."

understanding your bill

Lourdes Health System was founded by the Franciscan Sisters of Allegany, NY, and is dedicated to serving all with reverence, compassion and integrity. As a member of Trinity Health, Lourdes is committed to providing our patients with exceptional care and service throughout their stay and beyond.

When it is time to pay your bill, Lourdes offers an online bill pay option that makes it easy and convenient to pay from your home computer or tablet.

As a faith-based organization, we are committed to providing access to care, regardless of ability to pay. For patients who need financial assistance, we provide help in the form of:

- **Financial Counseling** where our staff can work to find out if you qualify for NJ Family Care (Medicaid), Medicare, the Health Insurance Marketplace or other free or low-cost programs
- **Charity Care** for patients who are not eligible for free or low-cost programs
- **HealthFirst**, a company that offers long-term payment solutions to patients who need a simple, convenient way to pay their medical expenses.

For more information and application forms, visit the Lourdes website, www.lourdesnet.org. Under the “Patients” section, click on “Bill Pay, Insurance and Payment Options.”

Patient Financial Services

We know that a hospital stay can be a stressful time without worrying about financial issues. If you have any questions about your bill before, during or after your stay, do not hesitate to contact us. Lourdes financial counselors are here to help you. We will make every effort to assist you in arranging for payment of your obligation through third-party insurance coverage, public and private assistance programs like NJ Family Care (Medicaid), the Health Insurance Marketplace and charity care funds. For people who are not eligible for any of these programs, Lourdes has partnered with HealthFirst, a company that offers long-term payment solutions to patients who need a simple, convenient way to pay their medical expenses.

If you believe you may have trouble paying your bill or need help applying for assistance, contact Financial Counseling at 856-824-3005. If you want to discuss or understand your bill, please contact Patient Financial Services at 844-201-6309.

HealthFirst Financial (low-interest payment option) can be reached at 844-492-6342.

Estimating Your Bill

At Lourdes, we support price transparency and support your ability to obtain an estimate. For our patients to understand their potential financial liability for hospital services, we are making our hospital charges available to patients. Hospital charges vary based on the type of care provided. The price can differ from patient to patient for the same services. The price will be different for complications or different treatment for the patient's personal health condition. Patients also may qualify for financial assistance.

Please contact 856-824-3114 or send an email to estimates@lourdesnet.org for a price estimate or to find out if you qualify for financial assistance.

To help expedite your request to obtain an estimate when calling or emailing please provide us with the following: Name, Address, Date of Birth, Insurance Name and ID number, all CPT codes for any testing and ICD-10 or diagnosis codes.

Observation Status

When looking through your hospital documents and insurance statements, you may notice the term "observation." Observation is a billing technique which permits patients who have certain conditions which might not qualify for a hospital stay to remain in the hospital for a specified period of time while we monitor and/or treat you. While in observation status, you are considered an outpatient. Your physician will determine if you need to be admitted as an inpatient. If your physician decides that your care can be performed in a less acute setting (not a hospital), you will be released, possibly with home care service, if necessary.

Pay Your Bill Online

Lourdes Health System patients now have the convenience of paying their bill online.

Patients will have the option of creating an account or making a one-time payment with American Express, Visa, MasterCard or Discover, or using a checking account.

Account members can access their payment history and prior statements, as well as register to receive statements via email.

The online system is available 24/7 from any computer with Internet access. All communication with the system is done through encryption, ensuring all data transmission is secure. There is no cost to sign up. Payments can be made through a checking account or by any major credit card.

A link to the online payment system can be found on the Lourdes Internet home page at www.lourdesnet.org or <https://lourdesnet.webview.com/>. For questions, call 856-824-3000.

Uninsured Patients

Lourdes Health System extends discounts to all uninsured patients who receive medically necessary services. Uninsured discount amounts are based on Federal Poverty Level (FPL) guidelines. All medically necessary services qualify for uninsured discounts for patients residing in the defined service area.

Services such as cosmetic procedures, hearing aids and eye care that normally are not covered by insurance are priced at packaged rates with no additional discount. All payments are expected at the time of service.

Short-Term and Long-Term Payment Plans

Patients who cannot pay some or all of their financial responsibility may qualify for short-term or long-term payment plans. Lourdes Health System's short-term payment plan is interest-free and patient balances must be paid in full within 90 days.

Longer term interest-bearing payment plans are available through HealthFirst Financial Services for those patients who cannot pay their out-of-pocket costs within 90 days. With a HealthFirst Financial payment plan, you can make monthly payments within your budget over a longer period of time. HealthFirst offers:

- Low monthly payments
- No pre-payment penalties
- No credit check
- Interest free if resolved within 12 months
- Low affordable interest rate of 4 percent for plans extending longer than 12 months

For a brochure and application, contact the Patient Access Department or call toll-free 844-492-6342.

Financial Assistance / Charity Care Policy

A 100 percent discount for medically necessary services is available to patients who earn 200 percent or less of the Federal Poverty Level guidelines and have assets no greater than \$7,500 (individual) and \$15,000 (family). Elective services such as cosmetic surgery are not included in our charity program. Individuals who earn more than 200 percent of the Federal Poverty Level guidelines are eligible for a partial discount.

Patient co-pays and deductibles may be eligible for discounted rates if a patient qualifies for financial assistance and earns less than 200 percent of the Federal Poverty Level guidelines.

Discounts are also available for those patients who are facing catastrophic costs associated with their medical care. Catastrophic costs occur when a patient's medical expenses for an episode of care exceed 20 percent of their annual income. In these cases, patient co-pays and deductibles may also be included in the discount.

Charity care discounts may be denied if patients are eligible for other funding sources such as a Health Insurance Marketplace plan or Medicaid eligibility and refuse or are unwilling to apply for these sources.

The Health Insurance Marketplace

The Affordable Care Act (ACA) requires everyone legally living in the U.S. to have health insurance beginning January 1, 2014. It also gives millions of individuals with too little or no insurance, access to health plans at different cost levels. The law also provides financial assistance to those who qualify based on family size and income. Please see a financial counselor. Lourdes offers additional information on our Health Insurance Marketplace Resource Center at www.lourdesnet.org.

Learning More About Financial Assistance

To apply for financial assistance, please complete and submit an application. A complete version of the Trinity Health Financial Assistance Policy is available at www.lourdesnet.org. Copies of the application, a plain language summary and complete policy can be obtained free of charge from a financial counselor at the hospital where care was received or requested by mail at:

Lourdes Health System Patient Access Department
1600 Haddon Avenue
Camden, NJ 08103

These documents are also available in the language of any population consisting of 10 percent or more of the community population the hospital serves.

statement of patients' rights and responsibilities

As a Catholic medical center, founded 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 preference, 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 have his or her physician promptly notified of admission to the hospital.
5. 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.
6. 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.
7. 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.

8. 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.
9. To refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of this act.
10. 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.
11. 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.
12. 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.
13. To make informed decisions regarding his/her care; be informed of his/her health status and outcomes of procedures; 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.

14. To be informed in advance of furnishing or discontinuing patient care whenever possible.

Rights and policies related to restraints in acute, medical and surgical care (15-26), include the rights:

15. 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.
16. To receive sufficient time before discharge to have arrangements made for healthcare needs after hospitalization.
17. To be informed by the hospital about any discharge appeal process to which the patient is entitled by law.
18. 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.
19. 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.
20. To be treated with courtesy, consideration, and respect for the patient's dignity and individuality.
21. To freedom from physical and mental abuse.
22. To be informed of unexpected outcomes that are a result of a sentinel event.

23. 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.
24. To have restraints used only if needed to improve “well-being” and when less restrictive interventions have been determined to be ineffective.
25. 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.
 - v. Be in accordance with safe, appropriate restraining techniques; and
 - vi. End at the earliest possible time.
 - c. The condition of the restrained patient must continually be assessed, monitored and reevaluated.
26. 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 (27-34) include the rights:

27. To be free from seclusion and restraint in any form imposed as a means of coercion, discipline, convenience or retaliation by staff.
28. 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.
29. 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 9. 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.
30. 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.
31. 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.
32. The condition of the patient who is restrained or in seclusion must be continually assessed, monitored and reevaluated.
33. 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.
34. The hospital must report to the HCFA 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:

35. 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.
36. 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.

37. 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.
38. 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.
39. 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

Patients have the right:

40. 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.
41. 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

42. To be advised in writing of the hospital rules and regulations that apply to the conduct of patients and visitors.
43. 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:

44. 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.
45. To receive care in a "safe setting." Respect, dignity and comfort are components of an emotionally safe environment.
46. 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:

47. 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.
48. 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.
49. To be accountable for your actions if you refuse treatment or do not follow the medical caretaker's instructions.

What you can expect from Our Lady of Lourdes Medical Center:

50. 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 Spiritual Care. All members of our staff will witness deep concern for your welfare and spiritual and emotional support for you and your family.
51. Nothing contained in this Statement of Patients' Rights and Responsibilities shall require Our Lady of Lourdes Healthcare Services 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:

52. 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.

53. This information shall also be posted conspicuously in public places throughout the hospital.
54. The hospital or Department of Health, as appropriate, shall respond promptly in writing to your complaint. The Department of Health shall investigate a written complaint filed with the Department and report its findings to the hospital.
55. 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.

56. 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 856-757-3755 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 Our Lady of Lourdes Medical Center, 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 healthcare 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 844-201-6309.

For any assistance with understanding these responsibilities, contact the Patient Relations Department at 856-757-3755. You may also request to have a Patient Representative visit you. This can be arranged through your nurse.

Important Decisions

The Lourdes Health System, founded by the Franciscan Sisters of Allegany, New York and a member of Trinity Health, is dedicated to serving our patients, their families, the community and one another with dignity and compassion in a hospitable manner. As a ministry of the Catholic Church in the United States, this facility abides by “The Ethical and Religious Directives for Catholic Health Facilities.” It is in this spirit that the Lourdes Health System is committed to the reverence of life, restoration of health and maintenance of personal values for all who use our services.

As an adult patient, you have certain rights concerning your health care. This includes the right to formulate advance directives. Advance directives are your written decisions that will govern your health care if you become seriously injured or gravely ill, and unable to express your own wishes. Written directives are important because they allow you to make decisions without the pressures of crisis, shock, or grief surrounding you. These decisions concern the intensity of medical care to be administered and the use, limitation, and/or withdrawal of life support systems. Completing a Living Will and/or a Durable Power of Attorney for Health Matters will assure that your wishes are followed. While advances in medical technology have saved thousands of lives, the capability of mechanically sustaining life raises many questions involving one’s faith, the ultimate good and the ethical and moral decisions to allow a loved one to die. The following information is designed to help you make important decisions relative to your health care.

Burden-Benefit Principle

An important guiding principle recognized in medical ethics, theology and United States law is the burden-benefit principle. This principle recognizes that medical procedures may be withheld when the burden or risk incurred exceeds the expected or actual benefit. This judgment may be made either by you, your family, your

healthcare representative (proxy) or recognized surrogate (one appointed to act in place of another) to carry out your wishes.

It is the physician's responsibility to inform you (or your healthcare representative) of your diagnosis and healthcare status. It is important for you to make your healthcare decisions ahead of time, put them in writing and have them appropriately witnessed. As mentioned previously, an advance directive may include the designation of a healthcare representative. That person would carry out your wishes and make other necessary medical decisions if you are unable to do so. If there is no written advance directive, and you are unable to express your wishes, your closest relative would be asked to make decisions for you. If you have no relative, a court would appoint a guardian to represent you.

Factors to be considered when assessing burdens and benefits include the effects of the procedure on the quality and/or length of life, and the effects on you and your family's physical, mental, emotional and spiritual well-being, as well as the use of limited resources. However, with careful and thorough consideration, the primary emphasis and objective always is to determine and implement your wishes, or, when such wishes are unknown, to act with love in your best interest.

Code Status

At the Lourdes Health System, all patients are resuscitated unless there is a physician's order stating there is a limitation on code status. There are two code status limitations which are used: "DNR" and "Comfort Care."

What is a "DNR" (Do Not Resuscitate) Order?

Should such a patient develop cardio-pulmonary arrest in spite of every therapeutic effort, CPR will not be initiated or carried out and the patient will be permitted to die with "dignity." Providing a patient with an airway to alleviate obstructing respiratory secretions may be permitted.

CPR procedures include compression, assisted ventilation, defibrillation and cardiostimulant and vasal active drugs and intubation. In other words, CPR includes all mechanical, electrical and chemical means of restoring vital signs to a stable state. Simply, those patients designated as DNR will not undergo any of the procedures as described above.

What is a "Comfort Care" Order?

At the Lourdes Health System, the Comfort Care code status designation specifically orders that only comfort measures will be provided to the patient. The degree of

burden to the individual patient is the basis for the extent of comfort care. No extensive invasive therapies are given. Comfort Care is considered only when a patient is terminally ill, or when to regain meaningful consciousness is not an expected outcome. All patients will be kept as comfortable as medically possible.

Some additional decisions may also need to be made about the use of intravenous therapies, including blood transfusions, tube feedings, antibiotics, or other medications and tests. Again, the patient's wishes and the burden-benefit principle may be the basis for deciding the appropriateness of these possible treatments.

Asking Questions

The question of withholding resuscitation procedures may be one that you did not expect to face, and you may not know how to make such a decision. Discussion with family, clergy, or close friends may be helpful. You have a right to ask questions, and we encourage you to do so. The attending physician should be the primary source of information regarding the medical aspects of your circumstances. Nurses, hospital chaplains, patient relations staff, social workers, your attorney and others may also be helpful.

How Can a Code Status Determination be Made and Implemented?

If mentally competent, you may decide that you do not want resuscitation to be attempted in the event of cardiac or respiratory arrest. Your decision should be discussed with your attending physician. When a final decision has been reached regarding code status determination ("All But CPR" or "Comfort Care"), the attending physician must document the order by entering it in your medical record.

Can a Code Status Determination be Reviewed and Changed?

Code status determination may always be reconsidered by discussing the matter with the attending physician. A Bioethics Committee member may be consulted to clarify and help reconcile any disagreement between you (or your family members, or legal designee) and the attending physician's recommended treatment.

To Help Ensure That Your Wishes Are Carried Out: Prepare For The Possibility

No one expects to be faced with the necessity of making a code status determination. However, in reality, that possibility exists for everyone. It is difficult to make a good decision in the midst of an unexpected crisis. Once again, consider discussing your intentions and requests in advance of such a difficult circumstance so you can eliminate this unnecessary stress.

An advance directive must be read by your attending physician, who is required to act in accord with medically acceptable practices, U.S. and New Jersey laws, the policies of the Medical Staff of the institution to which you have been admitted, and the policies of that institution. If, for any reason, you or your healthcare representative disagree with the attending physician's plan of care, you, after listening to alternative medical options, may be transferred to the care of another physician or institution if you are medically stable.

your right to make healthcare decisions in NJ

This section explains your rights to make decisions about your own healthcare 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 healthcare 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 “healthcare 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 healthcare 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.

Who should I talk to about advance directives?

Talk to your doctor, family members, close friends or others you trust to help. Your doctor or a member of our staff can give you more information about how to fill out an advance directive. If you already have an advance directive from a previous hospital stay, nursing home or other healthcare agency, give a copy to our staff. 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 any time.

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

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 healthcare wishes, we have an ethics committee or other individuals who can help. The hospital's education channel also offers additional information. See television guide in the pocket of this booklet for schedule.

For further information regarding advance directives, please call any of the following associates at Our Lady of Lourdes Medical Center:

Patient Relations:	856-757-3755
Pastoral Care :	856-757-3808
Integrated Care Management:	856-757-3799

