Patient & Family HANDBOOK

ENGLEWOOD HOSPITAL AND MEDICAL CENTER

Your hospital for life.
We are here for you.

Patient and Family Engagement Department.

We are committed to delivering the highest-quality care, and always with dignity and respect. If you have any questions, compliments, or concerns, or have any special requests, please contact our Patient and Family Engagement Department at 201-894-3980.

Estamos a su servicio.

Nosotros estamos comprometidos a ofrecerle un cuidado de alta calidad y siempre con mucho respeto y dignidad. Si usted tiene alguna pregunta, inquietud o un comentario positivo, o si tiene alguna solicitud en especial, comuníquese por favor con nuestro Departamento encargado del paciente y la familia (Patient and Family Engagement Department) llamando al 201-894-3980.

항상 환자분 곁에 있습니다.

저희 병원은 환자분들께 최상의 서비스를 제공할 것을 약속합니다. 입원 기간 중 궁금하신 점이나 요구사항, 개선사항 등이 있으시면 201-608-2341 한인건강센터로 문의하시기 바랍니다.

ENGLWOOD
HOSPITAL AND MEDICAL CENTER

Your hospital for life.
Welcome to Englewood Hospital and Medical Center

Dear Patients and Family Members,

Thank you for choosing Englewood Hospital and Medical Center. We know that you have options on where to receive your care, and we are grateful that you have put your trust in us. We are committed to providing state-of-the-art, compassionate care in a humanistic environment throughout your entire stay with us.

Englewood Hospital and Medical Center has served our community for more than 125 years. We began as a humble 12-bed wood-framed building in 1890. Since that time, our story has been one of steady expansion and modernization, increasingly specialized expertise, and a steadfast commitment to providing outstanding medical care to our neighbors.

Our commitment to quality, safety, and patient and family engagement guides everything we do. Delivering the best care requires a partnership between our care providers, our patients, and their loved ones. In that spirit of partnership, we are pleased to offer you this Patient and Family Handbook. This handbook contains important information to help you be an informed and active participant in your healthcare. We hope you find it useful.

It is our privilege to care for you. We hope your stay at Englewood Hospital and Medical Center is as pleasant as possible, and that our team exceeds your expectations. Wishing you a speedy recovery.

Warm wishes,

Warren Geller
President and CEO

Michael T. Harris, MD
Senior Vice President
Chief Medical Officer

Mary Ann Donohue-Ryan, PhD, RN, APN, NEA-BC
Vice President, Patient Care Services
Chief Nursing Officer

AMONG THE BEST HOSPITALS IN NJ AND NY METRO AREA
11 CONSECUTIVE TIMES
2 EXCELLENCE AWARDS,
5 STARS IN MULTIPLE SERVICES
TOP 10% IN NATION FOR OVERALL SURGICAL CARE AND HOSPITAL CARE, HONORS IN MULTIPLE SPECIALTIES
NURSING EXCELLENCE 4 CONSECUTIVE TIMES SINCE 2002
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SECTION 1: YOUR HOSPITAL STAY

Directions and Parking

Address
350 Engle Street
Englewood, NJ 07631

Englewood Hospital and Medical Center is located just 10 minutes from the George Washington Bridge. We are easily accessible from major roads including the Garden State Parkway, Route 4, Route 80/95, and Palisades Interstate Parkway.

Public Transportation
• #166 bus from Port Authority stops at the medical center
• #178 from the George Washington Bridge terminal stops in the city of Englewood, about a mile away from the medical center
• #780 bus from Passaic stops at the medical center

Please confirm bus routes, schedules, and fares with NJ Transit.

Parking
Parking in our onsite garage is $5 a day for visitors and free for outpatients. Valet parking is available at the front entrance of the medical center at no additional charge.

To pay for parking, purchase a token in the main lobby prior to leaving.

An All Day Parking Pass can be obtained for multiple visits on the same day from the Information Desk in the main lobby.

For patients staying 10 days or more, ask about a complimentary Family Parking Pass from the Pastoral Care Department, 201-894-3228.
Your Healthcare Team

During your stay, you may meet a number of healthcare professionals who work together to coordinate your care. We encourage you to speak up, ask questions, and let your needs and concerns be known.

Here are some common healthcare professionals who will help care for you during your stay.

<table>
<thead>
<tr>
<th>Title and Role</th>
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<tbody>
<tr>
<td><strong>Physician</strong></td>
</tr>
<tr>
<td>The physician in charge of coordinating and delivering your care is called the attending physician. This may be your primary care physician, one of our hospitalists, or another doctor assigned to you. A hospitalist is a physician who specializes in the care of hospitalized patients. You may also be seen by other medical or surgical specialists, as well as by residents, physician assistants, and advanced practice nurses. Residents are physicians who are in training programs for a particular specialty or subspecialty.</td>
</tr>
</tbody>
</table>

| **Nursing Team** |
| A registered nurse (RN) is designated as your primary nurse. He or she plans and coordinates your overall plan of care along with your physician and other members of the interdisciplinary team. The RN also assigns tasks as appropriate to the patient care associates and patient care technicians (PCAs/PCTs). In each patient care unit, the staff is led by a nurse manager (a registered nurse who is responsible for supervising patient care and coordinates other registered nurses and all nursing and support staff of the unit). Nursing staff functions on a 24/7 basis; nursing supervisors during the evenings, nights and weekends/holidays have managerial oversight for the entire hospital. |

continued on page 6
Primary care designed for your busy life.

Sometimes you need medical care outside your doctors’ normal office hours. Our new MDPartners – Bergenfield practice is designed for busy professionals, college students, and others who can’t find time to see a doctor during the day.

**AFTER HOURS PRIMARY CARE**

- Sick visits, non-emergency injuries, routine vaccinations, and other primary care needs for adults
- Nearly all major insurance plans accepted
- New patients always welcome
- Free onsite parking
- Seamless access to specialists in full MDPartners network and emergency care at Englewood Hospital and Medical Center
- Online patient portal

**HOURS (walk-in service only)**

MON – FRI: 5 p.m. – 11 p.m.
SAT & SUN: 9 a.m. – 5 p.m.

1 NORTH WASHINGTON AVENUE
BERGENFIELD, NJ 07621
201-374-9106 | 844-33-MDNOW
Allied Health Professionals
Physical therapists, occupational therapists, respiratory therapists, speech pathologists, audiologists, and other therapists may work with you, your family, and your medical team to help meet recovery goals.

Case Coordinator and Social Worker
Case coordinators and social workers will assist you and your family with planning for your needs when you leave the hospital. A case coordinator is a registered nurse who will help arrange for visiting nurse services at home, going to an inpatient rehabilitation facility, or arranging for any necessary medical equipment. The case coordinator also reviews your case with your physician to make sure you are receiving the appropriate level of care while in the hospital.

A social worker can address the emotional issues that come with being in a hospital, provide patient and family counseling, and connect you with services in the community.

Pharmacist
A pharmacist is responsible for reviewing each medication ordered in the hospital and making sure the dose, route, and schedule are the best possible for you. Our pharmacists work very closely with your other healthcare providers to make sure you are getting great care, and to reduce the chance of having side effects from your medication. If you would like to talk to a pharmacist about your medication, ask your nurse to contact the pharmacy. Pharmacists may also stop by to talk to you about new medications and changes in your home medications before your discharge.

continued on page 8
The Graf Center for Integrative Medicine offers evidence-based services to promote prevention, recovery, and support in a safe, comfortable environment. We offer services to help minimize nausea, reduce pain, lower blood pressure, and relieve stress and anxiety, working closely with your physicians. Services and events are also open to family members and the public.

**Services for Inpatients and Outpatients**
*These services are available to patients during a hospitalization with physician clearance. Fees are $40-50. Contact us to learn more.*

- Acupuncture*
- Aromatherapy
- Functional medicine
- Manual lymphatic drainage
- Massage therapy*
- Meditation, including pre/post-surgery
- Nutritional counseling
- Reflexology*
- Reiki*
- Stress management
- Wellness programs
- Yoga

201-608-2377    |    englewoodhealth.org/graf    |    grafcenter@ehmchealth.org

We are located on the 5th floor of The Russell and Angelica Berrie Center for Humanistic Care at Englewood Hospital and Medical Center
**Dietitian, Nutrition Assistant, and Dietary Worker**

A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians are available to provide nutrition education and diet instruction about any diet you may need to follow after you are discharged. A nutrition assistant will help you order meals, and assist with tray delivery along with the dietary worker.

**Housekeeper**

A housekeeper specially trained in hospital sanitation cleans your room every day. If your room needs attention at any time in between normal cleanings, call the Environmental Services Department at 201-894-3035.

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**Identifying Your Care Team Members**

To help you easily identify the role of people on your care team, our uniforms are color-coded. Here are some of the common uniforms and colors you will see.

- **RN**
  - Royal Blue pants; white top

- **Nursing Support Staff**
  - Royal blue pants; white top

- **Allied Health Licensed/Registered Staff**
  - Maroon pants; white top

- **Allied Health Support Staff**
  - Maroon pants; white top

- **Surgical and Procedural Specialists**
  - Navy blue

- **Dietary Staff**
  - Black
Your Hospital Stay
Visiting Policy
After You Leave
Billing and Insurance
Patient Rights and Responsibilities
Advance Directives
Directory

<table>
<thead>
<tr>
<th>My Healthcare Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Role / Specialty</td>
</tr>
<tr>
<td>Contact Information</td>
</tr>
</tbody>
</table>


Private Duty Nurses and Private Duty Aides
Families or patients may wish to hire the services of a private duty registered nurse or private duty aide.

Private duty nurses are permitted in every unit except the intensive care units. Payment for the hired registered nurse is the responsibility of the patient or family. Please check with your insurance plan to see what expenses are covered.

Private duty aides may be beneficial to patients whose anxiety level is too high for them to comfortably cope.

For more information on private duty nurses and private duty aides, including a list of agencies that offer such services, please contact our Care Coordination Department, 201-894-3080, or speak to a nursing supervisor outside of business hours.

Close Observation of Patients
In certain circumstances, our staff may identify that patients might need “close observation” during a hospital stay. Such reasons may include an increased potential to fall, wander, become disoriented/confused, or may disrupt their medical treatment. We are committed to providing the appropriate level of care for such patients through close observation by a specially trained patient care associate. A family member is always welcome regardless of whether or not a patient requires close observation, but a family member is not a substitute for trained personnel in order to ensure safety.

Medications

Bringing Your Own Medication from Home
Please inform us if you have brought any medications from home. For your safety and to reduce the possibility of overmedication and/or adverse drug interactions, your own pre-hospitalization medication must be sent home with a family member and must not brought back to the hospital, unless there is a specific written order. If the medication cannot be sent home, then it will be sent to the pharmacy for safe keeping. In certain cases, it may be necessary to use your own medication during your stay. Your medication will be identified and labeled properly by a pharmacist and maintained by your nurse, who shall administer it at the appropriate times.

Make sure your healthcare team is checking your ID bracelet before you
are given medication.

If at any time during your stay you would like to speak to a pharmacist about medicine you are being given, ask your nurse to contact the pharmacy.

**Medication Counseling**

Before giving you any new medication, your nurse, physician, or pharmacist will explain what the medication is for and describe possible side effects. You or a family member will also be given a printout with information about your medication.

Before leaving the hospital, it is important to understand your discharge medication list. Your healthcare provider will tell you the brand name, generic name, dose, what the medication is for, when you should take it, and what to do if you notice any of the possible side effects. Ask any questions you have about your medications or if you would like to speak to a pharmacist before discharge.

Let your doctors know if you feel like you are experiencing any side effects.

Fill your new prescriptions on your way home so that you will have it available for your next dose.

### Knowing Your Medications

While you are in the hospital, make sure you know what medications you are taking and why you are taking them. Here are some questions to ask:

- What is the brand or generic name of the medicine?
- Why am I taking this medicine?
- What dose am I taking? How often, and for how long?
- What are the possible side effects?
- Are there any foods, drinks, or activities that I should avoid while taking this medication?

### Managing Pain During Your Hospital Stay

Pain is an individual experience. Minimizing the pain that you experience takes communication and teamwork between you and your
healthcare providers. At Englewood Hospital and Medical Center, we are committed to always providing our patients with optimal pain management at all stages of their care.

**What is pain?**
Pain is a physical discomfort or suffering caused by illness or injury. Each person’s pain is unique. It is affected by your physical condition, past experiences, and your attitudes and emotions. You may not describe or experience pain in the same way as another person with the same condition. Our team recognizes that your pain is what you feel it is.

**Why is it important to control pain?**
Our goal is to help return you to your activities of daily living. Pain can affect your activity, mood, sleep, energy and relationships. It is important to control pain to prevent suffering and allow for faster recovery.

**How can you inform your care team of your pain?**
If you are experiencing pain, inform your care team at the onset of your pain. Use these questions to help describe your pain:

- How does your pain feel?
- Is it constant or does it come and go (intermittent)?
- When did it start?
- How long does it last?
- Are you experiencing it in one particular area? Is it radiating to other areas?
- Is it deep or on the surface?
- Is it throbbing, burning, stabbing, cramping, aching, dull, or sharp?
- What makes the pain worse? What makes it better?

**How much does your pain hurt?**
Our team will routinely ask your pain level to help us evaluate if your pain is adequately managed and how best to minimize it. You will be asked throughout your hospital stay to rate your pain on a scale of 0 to 10.*

0 = No Pain and 10 = the worst pain you can imagine or have ever experienced

*See chart on following page
Pain Management That Is Centered Around the Patient

Our multidisciplinary pain management team is trained in the most current techniques for managing pain. The team’s board-certified pain management physicians and nurse practitioners work closely with your medical and surgical, anesthesiology, nursing, and rehabilitation teams to ensure that any pain you may experience is appropriately controlled during your recovery. The focus of our care is centered around you the patient.

Treating Your Pain

Englewood Hospital and Medical Center’s team will create an individualized plan to treat your pain, based on your needs and preferences, aligned with specific goals for your recovery.

• If you are having surgery, ask your surgeon about his or her plans to control pain after your procedure. This may include medications that you will receive before the operation to minimize pain later and what medications or other techniques will be available for pain relief after your surgery, which may include nerve blocks, epidurals or patient controlled analgesia.

• For both medical and surgical patients, non-medical techniques such as deep breathing, relaxation techniques, guided imagery, heat or ice, medically supervised acupuncture, and massage therapy can be effective methods of managing pain.

• Mild to moderate pain is generally treated with non-opioid pain relievers such as acetaminophen, NSAIDs (non-steroidal anti-inflammatory drugs), ibuprofen,
muscle relaxants, and/or nerve-related pain medications, which may be added as appropriate. Please let your care team know if you wish to avoid these kind of medications.

- **Severe pain may be treated with an opioid medication.** Please let your healthcare provider know if you have any concerns regarding opioids or have had any type of addiction, including alcohol. Opioids can cause side effects including constipation. If taking an opioid prescription, you will be started on stool softeners and a bowel regimen. If you experience any side effects while on these medications, let your nurse know. Opioids are not intended for long-term use as they can be habit forming or addictive. Prescription opioids carry serious risks of addiction, overdose and death, especially with prolonged use. As you heal your pain will decrease and you will not need opioids.

**Taking an Active Role in Your Pain Management**

Patients play an important role in effective pain management. You can help improve your pain by:

- **Working closely with your doctors and nurses** (your care team) to develop goals for pain alleviation and to design the best pain management plan for you. Be sure to discuss any concerns you may have with your team. Inform your care team of techniques and medicines that have helped or not helped you in the past.

- **Telling your care team about all allergies** and any adverse effects to pain medications that you have experienced.

- **Reporting all medications, dosages and how often you take them.** Discuss your medical history including stomach ulcers, kidney, and liver or bleeding problems.

- **Discussing any anxieties with your doctor.** Anxiety can increase your perception of pain and make it feel worse. Treating anxiety is as often as important as treating the pain itself.

- **Using relaxation techniques.** The relaxation/guided imagery channel on your TV (channel 70) may help to decrease your perception of pain and stress related to your hospitalization.

- **Communicating with your nurse if you feel your pain is not controlled.** In some cases, pain
cannot be relieved completely. However, our goal is to decrease your perception of pain, allowing you to rest, heal and participate in rehabilitation from your surgery or illness, so that you may return to your daily life.

Patient/Family-Initiated Rapid Response

Patients and families may call for immediate help in cases of emergency or if they have serious concerns about a patient’s condition. This is called a “Condition H.” A patient or family member can call a Condition H if, after speaking with a nurse, physician, or other member of the healthcare team, you continue to have serious concerns, such as a noticeable medical change, uncontrolled bleeding, unresponsiveness, or severe difficulty breathing.

Meals and Nutrition Services

Our dining team, led by a chef trained at the Culinary Institute of America, strives to provide you with healthy and appetizing meals throughout your stay. Registered dietitians will work with your physician to tailor your meals and provide nutrition counseling. Please advise us of any cultural or religious needs you may have requiring our attention. During off hours, the nursing team can assist you with any food-related requests.

To Activate a Condition H:

- Dial ext. 7828 from any hospital phone
- Identify the call as a “Condition H”
- Provide the patient’s name and room number
- Press the nurse call bell
- The operator will activate the Condition H Rapid Response Team
Dining Options for Visitors
Visitors can enjoy the Drapkin Family Café on the main floor, which offers a wide selection of food and snacks. Vending machines are located conveniently throughout the hospital in the lounges on each patient care unit as well as a larger bank of vending machines on the first floor.

Your Room
Rooms are assigned based on medical need and available space. Two types of rooms are available: private (single accommodation) and semiprivate (double). To request a private room, please speak with your nurse or call Patient Access Services at 201-894-3015. Private rooms are billed at a higher cost and the difference is usually not covered by insurance.

Your room number is posted in your room so that you can provide this information to your family and friends. For your privacy, your room number will not be given out to anyone calling the medical center.

Housekeeping
We are committed to keeping your room clean at all times. A member of our Environmental Services team cleans your room every day. If your room needs attention at any time in between normal cleanings, call 201-894-3035.

TV, Telephone, and Internet
Television and local telephone service is provided at no cost to inpatients, and free public Wi-Fi is available. Cell phones may be used unless clearly noted.

Valuables and Personal Belongings
Valuables and money should be sent home with a family member or placed in the valuables safe located in the medical center’s security office. Contact lenses, eyeglasses, hearing aids, and dentures should be stored in your bedside stand when not in use. Please don’t put them on your bed or food tray—they may be damaged or lost. Englewood Hospital and Medical Center cannot be responsible for replacement of personal belongings.
# TV Channel Guide

Television service is provided at no charge to patients

<table>
<thead>
<tr>
<th>TV Channel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 CBS-NY2</td>
<td>TBS</td>
</tr>
<tr>
<td>6 NBC-NY4</td>
<td>SYFY CHANNEL</td>
</tr>
<tr>
<td>8 FOX-NY5</td>
<td>A&amp;E</td>
</tr>
<tr>
<td>10 ABC-NY7</td>
<td>HISTORY CHANNEL</td>
</tr>
<tr>
<td>12 MY9-NJ9</td>
<td>OWN</td>
</tr>
<tr>
<td>14 THE CW-NY11</td>
<td>NICKLEODON</td>
</tr>
<tr>
<td>15 WNET-13</td>
<td>CARTOON NETWORK</td>
</tr>
<tr>
<td>16 TRU-TV</td>
<td>TV LAND</td>
</tr>
<tr>
<td>18 TELEMUNDO</td>
<td>ESPN 2</td>
</tr>
<tr>
<td>21 KOREAN #1</td>
<td>DISCOVERY</td>
</tr>
<tr>
<td>22 KOREAN #2</td>
<td>BET</td>
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<tr>
<td>23 CNN</td>
<td>ESPN U</td>
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<tr>
<td>24 ESPN CLASSIC</td>
<td>COMEDY CENTRAL</td>
</tr>
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<td>25 FOX NEWS</td>
<td>NFL NETWORK</td>
</tr>
<tr>
<td>26 USA</td>
<td>HGTV</td>
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<tr>
<td>27 ESPN</td>
<td>AMC</td>
</tr>
<tr>
<td>28 BLOOMBERG NEWS</td>
<td>ANIMAL PLANET</td>
</tr>
<tr>
<td>29 THE WEATHER CHANNEL</td>
<td>THE LEARNING CHANNEL</td>
</tr>
<tr>
<td>30 TNT</td>
<td>49 MSNBC</td>
</tr>
<tr>
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<td>50 E! ENTERTAINMENT</td>
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<td>51 NATIONAL GEOGRAPHIC</td>
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<td>52 FX</td>
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<td>53 LIFETIME</td>
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<td>54 MTV</td>
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<td>55 VH1</td>
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<td>56 WE-TV</td>
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<td>57 SPORTS NEW YORK</td>
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<td>58 YES NETWORK</td>
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<td>59 FREEFORM</td>
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<td></td>
<td>60 GALAVISION</td>
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<td>61 UNIVISION</td>
</tr>
<tr>
<td></td>
<td>67 EHMC TV GUIDE</td>
</tr>
<tr>
<td></td>
<td>69 EHMC CHAPEL TV</td>
</tr>
<tr>
<td></td>
<td>70 C.A.R.E. CHANNEL (RELAXATION)</td>
</tr>
</tbody>
</table>

**Your Hospital Stay**

- Visiting Policy
- After You Leave
- Billing and Insurance
- Patient Rights and Responsibilities
- Advance Directives
- Directory

**TV Channel Guide**

Television service is provided at no charge to patients.
1. **SPEAK UP.**
   Talk to your doctor about all questions or worries you have. Ask them what they are doing to protect you.
   - If you have a catheter, ask each day if it is necessary.
   - Ask your doctor how he/she prevents surgical site infections. Also ask how you can prepare for surgery to reduce your infection risk.

2. **KEEP HANDS CLEAN.**
   Be sure everyone cleans their hands before touching you.

3. **GET SMART ABOUT ANTIBIOTICS.**
   Ask if tests will be done to make sure the right antibiotic is prescribed.

4. **KNOW THE SIGNS AND SYMPTOMS OF INFECTION.**
   Some skin infections, such as MRSA, appear as redness, pain, or drainage at an IV catheter site or surgery site. Often these symptoms come with a fever. Tell your doctor if you have these symptoms.

5. **WATCH OUT FOR DEADLY DIARRHEA.**
   (AKA *C. difficile*)
   Tell your doctor if you have 3 or more diarrhea episodes in 24 hours, especially if you have been taking an antibiotic.

6. **PROTECT YOURSELF.**
   Get vaccinated against flu and other infections to avoid complications.
Interpreter Services

You have the right to receive, as soon as possible, the services of an interpreter, if you need one, to help you communicate with your medical team. If you are in need of interpreter services, including sign-language interpretation for the deaf and hard of hearing, please let a member of your healthcare team know or contact Patient Relations at 201-894-3368 or by emailing patrel@ehmchealth.org.

Telecommunication devices for the deaf and telephone amplifiers can be placed in patient rooms upon request. Closed-caption television is also available.
Religious Services

We offer services and amenities to accommodate the religious needs of patients and families. Some of these amenities include access to Jewish chaplaincy, Sabbath elevators, Kosher meals, and a Sabbath hospitality room. Religious holidays are also observed through appropriate ceremony, and services are televised onto the patient televisions. A chapel is located on the main floor of the medical center.

For more information about religious services and amenities, call our Pastoral Care Department at 201-894-3228. On weekends and evenings/ nights, please speak with a nurse.

Ethics Consultations

Our ethics consultation service is available to address ethical dilemmas facing the healthcare team, the patient, and the family. The service provides a mechanism for conflict resolution in relation to ethical healthcare options. To explore the possibility of an ethics consultation, contact 201-894-3250 during normal business hours. If it is after business hours, please leave your name and where you can be reached on the voicemail and someone will get back to you.

Patient Education Library

An important mission of our Walter Phillips Health Sciences Library is to provide patients and their families with information about their health condition. Material can be delivered to your hospital room. To request information from the medical library, call 201-894-3145 during normal business hours. In addition, in some patient care units a computer is available for research.

Issues and Concerns

Englewood Hospital and Medical Center is committed to providing the best care in a compassionate and humanistic environment. If you
To prevent health care errors, patients are urged to...

**Speak UP**

**Speak up** if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know.

**Pay attention** to the care you get. Always make sure you’re getting the right treatments and medicines by the right health care professionals. Don’t assume anything.

**Educate** yourself about your illness. Learn about the medical tests you get, and your treatment plan.

**Ask** a trusted family member or friend to be your advocate (advisor or supporter).

**Know** what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

**Use** a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission’s quality standards.

**Participate** in all decisions about your treatment. You are the center of the health care team.

Englewood Hospital and Medical Center is committed to the highest-quality, safest care. As a patient, you can make your care safer by being an active, involved, and informed member of your health care team.

The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety.

The Joint Commission
as a patient or visitor have concerns related to care, safety, or customer service, we want to know about them. We encourage you to share any issues or concerns with our Patient and Family Engagement Department by calling 201-894-3980 or emailing patrel@ehmchealth.org.

If a matter remains unresolved after contacting Patient Relations, you may contact The Joint Commission at 800-994-6610 or the New Jersey Department of Health and Senior Services at 800-792-9770 for further assistance.

Discharge Instructions

When it’s time to leave the hospital, your nurse will provide you with a discharge summary and instructions. This will include information about your after-hospital plan of care, medications, and follow-up appointments. Please be sure to ask any questions you have.

If you need a visiting nurse, home health care, or special equipment to help you recover, your care coordinator or social worker will help you.

Visitor Amenities

Family Resource Center
Englewood Hospital and Medical Center’s Family Resource Center is a spacious and relaxing area for families of patients to rest, reflect, recharge, and research. The center is located on the main level of the hospital.

Hours vary. Please call 201-894-4494 for more information.

Cafeteria and Vending Machines
Our Drapkin Family Cafe is located on the main level of the hospital and is open for guests between 6:30 a.m. and 8:00 p.m. to dine in or take food to go. We offer a wide selection of hot and cold food and beverages, including a breakfast bar, salad bar, a grill station, panini and sandwiches made to order, soups, Korean specialties, Kosher items, desserts, coffee and tea, and more.

Vending machines are available near the cafe as well as in the Emergency Department and in patient care units.
Gift Shop
Located on the main level near the cafeteria, the Edith and Walter Kleineke Hospitality Shop offers a wide variety of merchandise. A flower delivery service is also available. The gift shop’s hours of operation are:

- Monday – Friday: 8 a.m. – 8 p.m.
- Saturday: 10 a.m. – 8 p.m.
- Sunday: 11 a.m. – 7 p.m.

For more information, call 201-894-4118.

Overnight Stays
If a patient’s visitor cannot travel to and from the hospital due to religious restrictions, a limited number of rooms are available in the medical center. To reserve a room, please call the Pastoral Care Department at 201-894-3228, Monday through Friday, 8 a.m. – 4 p.m. After hours, please call 201-894-3000 or (0 from within the medical center) and ask for the nursing supervisor on duty.

Local Hotel Accommodations
The following hotels are located near the medical center. Please contact the hotel directly to inquire about special rates for patients’ families.

- Best Western, Fort Lee: 201-461-7000
- Clinton Inn, Tenafly: 201-871-3200
- Crowne Plaza, Englewood: 201-871-2020
- Holiday Inn, Fort Lee: 201-944-5000
- DoubleTree by Hilton, Fort Lee: 201-461-9000

Inclusion in this list does not imply endorsement of any hotel.
SECTION 2:
VISITING HOURS AND POLICIES

Visiting Hours
Our patients’ family members and guests are welcome to visit between 8:00 a.m. and 8:00 p.m.

Quiet Hours
Quiet hours are observed between 8:00 p.m. and 8:00 a.m. We ask visitors to leave during quiet hours to help patients rest and heal. Any requests for exceptions must be discussed with the patient’s nurse.

Maximum Number of Guests
Two guest passes will be allowed per patient. This is for the privacy and safety of all our patients. Family and guests in excess of two people are encouraged to use publicly accessible resources on campus, such as the main lobby, the Family Resource Center on the first floor, and the cafeteria. The ICU and Mother/Baby Units have policies designed to address the specific needs of

Safety, Security, and Patient Privacy

- Patients have the right to limit their visiting hours and to choose their guests.
- At all times, the needs of a patient’s roommate will be taken into consideration.
- All guests must obtain a pass at the Information Desk, wear it visibly at all times, and return it upon departure.
- Guests who are sick or who have been exposed to a contagious illness will be asked not to visit.
- Patient care is our first priority. At times, guests may be asked to step out of the room to ensure patient care, privacy, and comfort.
- All persons entering and exiting patient rooms must sanitize their hands thoroughly with an alcohol-based rub or soap and water.
- Guests may not bring in or use tobacco products, alcohol, or illicit drugs, and may not provide patients with any prescription or over-the-counter medication.
- Guests may not use patient bathrooms, beds, supplies, or equipment.
- For the safety of patients and staff, Englewood Hospital and Medical Center reserves the right to inspect all bags and packages.
patients in those areas. Please see those sections below for important information.

**Children**
Children are permitted to visit but must be accompanied by an adult and not left unsupervised. At no point during the visit should a child under the age of 12 be left under the sole supervision of the patient.

During periods of flu outbreaks, children are not permitted to visit the adult and neonatal intensive care units, Labor & Delivery/Mother Baby Unit, and Pediatrics. Please consult the visitor section of our website or speak to a member of the care team to find out if these restrictions are in place at a given time.

All guidelines are subject to change if/when an actual or suspected outbreak of an infectious disease threatens the health and safety of our patients, staff, and/or the community.

Some units have additional or other visitation policies, as noted below.

**Post-Anesthesia Care Unit (PACU/Recovery Room) visitation**
- In collaboration with the patient and taking into consideration the condition of the patient, the RN will notify family/significant others when the patient is out of surgery and will bring the family in briefly to see the patient as soon as clinically permissible.
  - Family shall enter the PACU with a volunteer or staff escort.
  - The RN will keep the family/ significant other informed while the patient continues the recovery phase of their procedure.
  - If a patient is in the PACU for an extended period of time, the nurse, in collaboration with the patient, will provide for additional visits as clinically permissible.
  - Restrictions to patient visitation by family members occur as patient condition or unit activity warrants.

**Critical Care or Intensive Care Unit (ICU) visitation**
- Upon admission to an ICU, family members will be updated as to the patient’s condition. It is recommended that the patient or designated family representative identify one family member with whom information is to be shared.
  - Family members should use the
ICU Family Lounge or other areas referenced in Guest Resources section.

- Restrictions to patient visitation by family members are made as patient condition or unit activity warrants.

- Guests will be directed to the ICU Family Lounge as needed when care/treatment is being provided to the patient.

- Children are not permitted in the ICUs.

- Flowers, food and beverages are not permitted while visiting in the ICUs.

- Guests exhibiting cold or respiratory symptoms, or any signs of infection, such as fever, should refrain from visiting.

- Cell phones should be placed on vibrate and calls should be taken outside of the ICU.

- Designated family representative(s) may call for updates 24/7.

**Labor and Delivery Unit**

- Up to two designated support persons are permitted with a laboring or delivered patient (exceptions may be made at the discretion of the charge nurse, nurse manager, or physician).

- Siblings may visit; however, children other than siblings are not permitted to visit Labor & Delivery.

- No sibling who is sick or has recently been exposed to a contagious disease may visit.

- Children 12 years old or younger
must have an adult, other than the labor coach, to supervise them at all times. Children must remain in their parent’s room or waiting area at all times.

• Parents who wish to have their other children in attendance during the delivery must arrange this in advance with their physician and the nurse manager of Labor & Delivery. Parents assume the responsibility of preparing the child for the birthing experience.

• Grandparents who are not acting in the role of labor coach may visit if requested by the patient.

Cesarean Section Room/Labor & Delivery Post-Anesthesia Care Unit (PACU)
• At the discretion of the physician, one support person may attend the surgery.

• A staff member will bring guests to the L&D PACU for patient visits.

• The number of guests may be limited based on patient condition.

Mother/Baby Unit
• One significant other, identified by wearing one of the four-part hospital ID bands, has unrestricted visiting hours and may stay overnight.

• In the Mother/Baby Unit, four guest passes will be allowed per patient.

• Siblings may visit; however, children other than siblings are not permitted to visit.

• Children (siblings) 12 years old or younger must have an adult, other than the mother, to supervise them at all times. Children must remain in their parent’s room or waiting area at all times.

• All guests must wash their hands thoroughly before contact with an infant.

• All guests (adults and siblings) must be free of illness or symptoms of illness.

Neonatal Intensive Care Unit (NICU)
• Parents can be present 24/7.

• All family/guests must enter through the main NICU entrance.

• All family/guests must wash hands (1-minute scrub) prior to visiting with infants.
• A parent must accompany any guest, and guests are to remain at the infant’s bedside.

• Siblings of an infant in the NICU may visit if a sibling screening form is completed for each visit when the child is under 12 years old.

**Pediatrics**

• Hours: Parents may visit 24 hours a day.

• Overnight accommodations are available for only one parent. The parent will be provided with a cot or reclining chair. For safety reasons, we ask that parents do not sleep in the child’s bed nor allow the child to sleep with them in the cot or recliner.

• Siblings must be accompanied and supervised by an adult.

**Behavioral Health / Psychiatry Unit**

• Visiting hours are designed to complement the various therapeutic activities, groups, and programs while maintaining convenient, flexible hours for family and friends to visit.

• Hours: 12:30 p.m. to 7:30 p.m. daily.

• Visiting hours may be increased or decreased based upon medical authorization.

• All guests must be 18 years of age or older.

• For safety reasons, all items and packages brought in must first be checked by a staff member.
SECTION 3:
AFTER YOU LEAVE

Medical Records: Online Patient Portal
Our online patient portal, powered by Relay Health, gives you access to your discharge instructions, lab and pathology test reports, and radiology results. If you gave your email address to us during registration, you should receive an email invitation to sign up. If you did not provide an email address or cannot find the invitation, you can request access on our website (englewoodhealth.org).

Medical Records: Paper Copies
Requests for printed copies of medical records may be mailed to Englewood Hospital and Medical Center, Health Information Management, 350 Engle Street, Englewood, NJ 07631.

ID is required when requesting or picking up records in person. If you are picking up another person’s records, you will need additional legal documentation or written authorization.

There is no fee if the record is being released to a doctor or healthcare provider for continuity of care. However, there are reproduction and postage/handling fees as applicable, for other types of requests.

For further details, call 201-894-3169.

Post-discharge Phone Calls
After you leave the hospital, you may receive a phone call from a nurse to check on any needs you may have or to connect you with necessary services to assist in your recovery. We also want to be sure you have the opportunity to express any concerns about your stay at the hospital.

Patient Experience Survey
After you return home, you may receive a survey in the mail asking about your experience while in the hospital. Please take the time to fill out the survey and let us know what we’re doing well and if there are any areas for improvement.
It’s people like Brendt who make the difference.

“There was one nurse,
Brendt, who I thought was better than excellent. I would go so far as to say that he was outstanding. I liked everything about him. The way that he explained things to you, his professional mannerism, his upbeat frame of mind, and how efficient and reliable he was. If you asked him for anything, he always got back to you, and he did so in good time.”

– Patient

Recognize Someone Who Makes a Difference

Want to share a positive experience you had with an employee, physician, or volunteer?

Visit englewoodhealth.org/thanks or call 201-894-3980 to share your story.
SECTION 4: BILLING AND INSURANCE INFORMATION

Understanding Your Bill
We will bill your insurance company directly for the services you receive. This bill will include the charges for the hospital only, not for the physicians’ services. Once your insurance company has processed the claim, we will send you a bill for the balance deemed your responsibility by your insurance company. You will receive separate bills from any physicians who were involved in your care.

Hospital bills can be complex. Please call us at 201-894-3031 if you have questions about your hospital bill. If you have questions about bills received from physicians, please contact the customer service number on the bill:

- Anesthesiology Billing: 877-307-4554
- Emergency Department Billing: 201-366-9950
- MDPartners Billing: 201-366-9950
- Pathology Billing: 844-298-8238
- Radiology Billing: 800-889-4447

Independent Physician Bills
The physicians providing professional services in the following areas are not employees of Englewood Hospital and Medical Center: Anesthesiology, Cardiology, EKG/EEG/EMG, Emergency Department, Laboratory, Pathology, Pulmonary Function, Radiation Therapy, Radiology, Rehabilitation, Stress Testing, Vascular Studies.

In addition, your attending physician and any other specialist that you see may or may not be an employee of Englewood Hospital and Medical Center. Independent physicians’ arrangements with individual health insurance plans are independent of the hospital’s plans. Always ask your physicians to identify themselves and to explain if they are employed by the hospital. Remember: you have the right to choose your physician and to refuse to be treated by any physician. Your insurance may provide complete payment of some of these services; however, it may not cover all of these services. It is your responsibility to check with your insurance company to...
Financial Assistance and Billing Policies

In accordance with our Financial Assistance Policy, all uninsured patients who have not been approved for Medicaid or Charity Care receive financial assistance at Englewood Hospital and Medical Center. These patients are billed a percentage of their actual charges at a “discounted rate” that greatly reduces the amount of the bill that the patient will have to pay. An uninsured patient will not be charged more than the discounted rate for emergency or other medically necessary care.

An uninsured patient does not need to apply for assistance because all uninsured patients automatically qualify and are billed at the discounted rate described above. There is no qualifying criteria other than the patient having no insurance and the service provided being emergent or medically necessary.

The following policies are available on our website and upon request.

- Financial Assistance Policy
- New Jersey Hospital Care Payment Assistance Program (Charity Care)
- Billing and Collections Policy

Customer Service

Patient Billing and Financial Counseling Department
Englewood Hospital and Medical Center
350 Engle Street
Englewood, NJ 07631
201-894-3031

Hours: Monday – Friday, 9 a.m. – 5 p.m.

The billing office is located on the first floor of the hospital. To visit in person, please ask for directions at the Information Desk.

Related Phone Numbers

- Charity Care: 201-894-3918 or 3087
- Pricing Inquiries/CPT Coding: 201-894-3956
- Medicaid Applications A-K: 201-894-3060
- Medicaid Applications L-Z: 201-894-3643
- Managed Care: 201-894-3029
SECTION 5:
PATIENT RIGHTS AND RESPONSIBILITIES

The Medical Center is committed to educating patients and their families on their rights under Federal and NJ State Laws. As a patient at Englewood Hospital and Medical Center, you have the following rights and responsibilities:

Patient Rights

Medical Care
To receive the care and health services that the Medical Center is required by law to provide; To receive an understandable explanation from your physician of your complete medical condition, recommended treatment, expected results, risks involved and reasonable medical alternatives. If your physician believes that some of this information would be detrimental to your health or beyond your ability to understand, the explanation must be given to your next of kin or guardian. This release of information and the reason for not informing you directly shall be documented in the medical record;

To be informed if the Medical Center has authorized other health care and educational institutions to participate in your treatment. You also shall have a right to know the identity and function of these institutions, and to refuse to allow their participation in your treatment;

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

To refuse medication and treatment to the extent permitted by law after possible consequences of this decision have been explained. Such refusal shall be documented in your medical record. You also have the right to request treatment;

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

To complete an Advance Directive
outlining your wishes related to health care should you become incapacitated and to have your medical team comply with your wishes;

To participate in the planning of your care and treatment, and to refuse medication and treatment. Such refusal shall be documented in your medical record;

**Communication and Information**
To be informed of the names and functions of all health care professionals providing you with personal care;

To receive, free of charge, aids and services for people with disabilities, to communicate effectively, such as written information in other formats including large print and electronic;

To receive, as soon as possible, the services of a qualified interpreter, free of charge, if you need one, to help you communicate with your medical team. Please request these services from any member of your healthcare team. Written information in other languages is also provided upon request;

To receive, upon request, the Medical Center’s written policies and procedures regarding life-saving methods and the use or withdrawal of life support;

To receive, upon request, information about how to gain access to and participate in the ethical resolution process surrounding your care;

To be advised in writing of the Medical Center’s rules regarding the conduct of patients and visitors;

To receive a summary of your patient rights that includes the name and telephone number of the staff member to whom you can direct questions or complaints about possible violations of your rights. If at least 10% of the Medical Center’s service area speaks your native language, you can receive a copy of your rights in your native language if requested;

**Cost of Hospital Care**
To receive a copy of the Medical Center’s payment rates, an itemized bill, if requested, and an explanation of the charges. To appeal any charges, and receive an explanation of the appeals process;

To be informed by the Medical Center if part or your entire bill will not be covered by insurance. The
Medical Center is required to help you obtain public assistance and private health care benefits to which you may be entitled;

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

To obtain a copy of your medical record, at a reasonable fee, within 30 days after a written request to the Medical Center;

**Discharge Planning**
To receive information and assistance from your attending physician and other health care providers if you need to arrange for continuing health care after your discharge from the Medical Center;

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

To be informed by the Medical Center about any appeal process to which you are entitled by law if you disagree with your discharge;

**Pain Management**
To receive information about pain and pain relief measures from concerned staff who are committed to pain prevention;

To health professionals who respond quickly to reports of pain and practice state-of-the-art pain management;

**Transfers**
If you are an inpatient, to be transferred to another facility only when you or your family has made the request, if you are mentally incapacitated; or in instances where the Medical Center is unable to provide you with the care you need;

To receive, in advance, an explanation from a physician of the reasons for your transfer and possible alternatives;

**Personal Needs**
To be treated with courtesy, consideration and respect for your dignity and individuality;

To have access to storage space for private use. The Medical Center must also have a system to safeguard your personal property;

If you are an inpatient, to contract directly with a NJ licensed registered
professional nurse of your choosing for private professional nursing care during your hospitalization;

**Freedom from Abuse and Restraints**

To freedom from physical and mental abuse and harassment;

To freedom from restraints, unless they are authorized by a physician for a limited period of time to protect the safety of you and others, and other less restrictive measures have been taken. Seclusion and restraints may only be used in combination in an emergency situation to ensure your physical safety and must be monitored continually. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel;

To access protective services in cases of abuse or neglect;

To not be required to perform work for the facility unless the work is part of your treatment and is performed voluntarily by you. Such work shall be in accordance with local, State and Federal laws and rules;

**Privacy and Confidentiality**

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

To confidential treatment of information about you;

To be treated with courtesy, consideration, respect and recognition of your dignity, individuality and right to privacy, including, but not limited to, auditory and visual privacy. Privacy shall also be respected during staff discussions;

**Legal Rights**

To treatment and medical services without discrimination based on age, race, color, religion, national origin, sex or sex stereotyping, sexual preferences, disability, diagnosis, including pregnancy, false pregnancy, termination of pregnancy or recovery from childbirth, or related medical condition, ability to pay, or source of payment;

To exercise all of your constitutional, civil and legal rights; To exercise spiritual beliefs and cultural practices, including the right to independent personal decisions, as long as these do not interfere with treatments or harm others. No religious beliefs or practices, or any attendance at religious services shall be imposed upon any patient;
To not be discriminated against because of age, race, religion, sex, nationality, or ability to pay, or deprived of any constitutional, civil and/or legal rights solely because of receiving services from the facility;

**Visitation Rights**
To receive the visitors designated by the patient, including but not limited to, a spouse, a domestic partner, another family member, or a friend. Also included is the right to withdraw or deny such visitation at any time;

To have a family member, friend, or other individual to be present with the patient for emotional support during the course of the stay, unless the individual’s presence infringes on other’s rights, safety, or is medically or therapeutically contraindicated.

**Patient Responsibilities**
To provide accurate and complete information about your present complaints, past illnesses, treatments, medications, hospitalizations and other matters relating to your health;

To report any changes in your condition to your healthcare provider;

To make it known whether you understand a course of action and what is expected of you;

To accept responsibility for refusing to accept a treatment or failing to follow the physician’s advice;

To ask your doctor or nurse what to expect regarding pain and pain management;

To discuss pain relief options with your doctor or nurse;

To work with your doctor and nurse to develop a pain management plan;

To ask for pain relief when pain first begins;

To help the doctor and nurse measure your pain;

To tell the doctor or nurse if your pain is not relieved;

To arrive on time and to keep appointments or to notify the Medical Center in advance if you are unable to keep appointments;

To assure that your financial obligations to the Medical Center are met in a timely manner;

To follow all Medical Center rules and regulations relating to patient care and conduct;
To be considerate of the rights of other patients;

To be courteous and respectful to all Medical Center staff members.

Questions and Complaints/Grievances
You have the right to present questions or grievances to a designated Medical Center staff member and to receive a response in a reasonable period of time.

We would appreciate an opportunity to answer any questions or resolve any concerns directly. You may contact a Patient Representative by dialing extension 3368 or from outside the Medical Center at 201-894-3368.

The Medical Center must provide you with an address and telephone number of the NJ Department of Health agency that handles questions and complaints for this facility. You may contact the NJ State Department of Health Complaint Hotline at 800-792-9770 or:

- U.S. Department of Health and Human Services Office of Civil Rights: 800-368-1019
- Division of Health Facilities

Evaluation and Licensing NJ State Department of Health: 800-367-6543

- State of NJ Office of the Ombudsman for the Institutionalized Elderly: 877-582-6995

For information concerning Medicare coverage, call 800-MEDICARE or contact Centers for Medicare and Medicaid Services: 877-267-2323

For information concerning Medicaid coverage, contact the Bergen County Board of Social Services Representative located in the Medical Center or call 201-894-3153.

You have the right to report any concerns to the Joint Commission at 800-994-6610, 8:30 a.m. – 5:30 p.m., Central Time, weekdays or via mail.
SECTION 7: ADVANCE DIRECTIVES

Understanding Advance Directives

What kind of medical care would you want if you were too ill or hurt to express your wishes? Advance directives are legal documents that allow you to spell out your decisions about end-of-life care ahead of time. They give you a way to tell your wishes to family, friends, and healthcare professionals and to avoid confusion later on.

Englewood Hospital and Medical Center encourages all patients to complete both types of advance directives, regardless of your health. There are two types of advance directives:

- **Power of Attorney (Proxy Directive):** A durable power of attorney for healthcare is a document that names your healthcare proxy. Your proxy is someone you trust to make health decisions for you if you are unable to do so. This is usually a family member, friend, or other person who understands your feelings and is willing to make decisions for you about accepting, refusing, or withdrawing treatment if you become unable to do so for yourself. This document also allows the healthcare proxy to speak with your medical team and have access to your medical records as needed to make any decisions. This directive can go into effect at any time you may be unable to make decisions, even for a short time, for example, if you are unconscious, heavily medicated, or your decision-making capabilities are compromised.

- **Living Will (Instruction Directive):** A living will tells which treatments you want if you are dying or permanently unconscious. You can accept or refuse medical care. You might want to include instructions on the use of dialysis and breathing machines, if you want to be resuscitated if your breathing or heartbeat stops, tube feeding, and organ or tissue donation. This document will only go into effect if your situation is considered terminal with no hope of recovery, as determined by two doctors.
You do not need to have a living will, but having one will avoid many problems. It will let your physician, family, and friends know ahead of time what kind of decisions should be made for you if you become physically or mentally disabled and are unable to decide for yourself. You will receive appropriate medical care whether or not you have an advance directive.

### Completing an Advance Directive

1. Before filling one out, you are encouraged to speak with your doctor, family, healthcare representative, or others who may become responsible for following your wishes.

2. Forms are available on the following page, as well as on our website (-englewoodhealth.org). To be valid, the document must be signed and dated in the presence of two witnesses (not named as a healthcare proxy) or notarized.

3. After you fill out your advance directive, keep the original and give copies to your appointed healthcare representative (proxy), your physician, and any other family member, close friend, or advisor who is interested in your health and well-being. A copy of the valid document must also be made available to your hospital medical team.

Once you have a valid directive and you are not capable of making decisions for yourself, your requests must be followed by anyone involved in your care. To be valid, the document must be signed and dated in the presence of two witnesses (not named as a health care proxy) or notarized. A copy of the valid document must also be made available for your medical team.

After you fill out your advance directive, we recommend that you keep the original and give copies to your appointed health care representative (proxy), your physician, and any other family member, close friend, or advisor who is interested in your health and well-being.
COMBINED ADVANCE DIRECTIVE FOR HEALTHCARE

Part 1 - PROXY DIRECTIVE (Durable Power of Attorney)

If you wish, you may use this section to designate someone to make treatment decisions if you are unable to do so or communicate those decisions. If executed below, your Instruction Directive will be in effect even if you have not designated a proxy. Reminder: Keep the original document in a safe place and give a copy to your primary doctor, health care representative(s) and other concerned individuals.

I, __________________________________ designate the following person as my health care representative to make any and all health care decisions for me acting in my best interest, in the event that I become incapable of making or communicating health care decisions.

Name __________________________________________  Relationship ______________
Street __________________________________  Home Tel: ________________________
City _______________________________________  State ________  Zip _____________
Cell # : ______________________________  Work Tel: __________________________

If the person I have named above is unable or unwilling to act as my health care representative, I hereby designate the following person(s) to do so, in the order named:

1. Name __________________________________________  Relationship ___________
   Street __________________________________  Home Tel: _____________________
   City _________________________________  State ________  Zip ______________
   Cell # : _____________________________  Work Tel: __________________________

2. Name __________________________________________  Relationship ___________
   Street __________________________________  Home Tel: _____________________
   City _________________________________  State ________  Zip ______________
   Cell # : _____________________________  Work Tel: __________________________

SPECIFIC DIRECTIONS: Please initial the statement below that best expresses your wishes:

_____ My health care representative is authorized to direct that artificially provided fluids and nutrition, such as by feeding tube or IV infusion, be withheld or withdrawn.

_____ My health care representative does not have this authority, and I direct that artificially provided fluids and nutrition be provided to preserve my life, to the extent medically appropriate.
PART 2 - INSTRUCTION DIRECTIVE (Living Will)

To My Family, Doctors, and All Those Concerned with My Care:

Being of sound mind, I make this statement as a directive to be followed if for any reason I become unable to make or communicate decisions regarding my health care: (Initial any that apply.)

A. _____ 1. I direct that life-sustaining procedures be withheld or withdrawn a) if I become permanently unconscious, b) if I have a terminal illness, c) if I experience extreme mental deterioration, or d) if I have another type of irreversible illness. This directive shall only apply if I am determined to have no reasonable expectation of recovery or chance of regaining a meaningful quality of life. These medical conditions shall be determined by my attending physician and at least one additional physician. I understand that I will be kept comfortable.

OR

_____ 2. I direct that all medically appropriate measures be provided to sustain my life, regardless of my physical or mental condition.

If you choose A. 1., above, the life-sustaining procedures that would be withheld or withdrawn include, but are not limited to: CPR, mechanical ventilation, surgery, chemotherapy, radiation, dialysis, transfusion, and antibiotics. Initial the following if it applies to you (see “Terms You Should Understand”):

___ In the circumstances described in A. 1., above, I also direct that artificially provided nutrition and fluids be withheld and withdrawn and that I be allowed to die.

B. This section asks you to think about the values that are important to you regarding treatment in cases of severe mental or physical illness. Please initial either of the following if they apply to you:

_____ 1. I do not wish my life to be prolonged by medical treatment(s) if my quality of life is unacceptable to me. The following are conditions that are unacceptable to me. (Initial only those that describe a way of living that you could not tolerate):

___ a) Permanently unconscious with a ventilator breathing for me.

___ b) Permanently unconscious with a feeding tube and/or intravenous (IV) hydration.

___ c) On a ventilator when there is little or no chance of recovery.

___ d) Being conscious (awake), but permanently unable to communicate (for example, with a stroke), and being fed with a feeding tube and/or hydrated with IVs to keep me alive.

___ e) Living with a dementia like Alzheimer’s Disease so severe that I am unable to recognize those who love me.

OR

_____ 2. I want to live as long as possible, regardless of the quality of life that I experience.

C. _____ Upon my death, I am willing to donate any parts of my body that may be beneficial to others.

Continued on next page
These directions express my legal right to request or refuse treatment. Therefore, I expect my family, doctor(s), and all those concerned with my care to regard themselves as legally and morally bound to act in accord with my wishes.

Signed __________________________________________  Date _________________
Print Name _______________________________________

This document is not considered legal unless it is signed by the person expressing their wishes in the presence of either (a) two people not named in the document as a health care representative OR (b) by a New Jersey Notary Public.

Witnesses
I declare that the person who signed this document, or asked another to sign this document on his/her behalf, did so in my presence and that he/she appears to be of sound mind and free of duress or undue influence.
Witness __________________________________________  Date: _________________
Witness __________________________________________  Date: _________________

STATE OF NEW JERSEY  } ss.:  
COUNTY OF BERGEN  }

Be it Remembered, that on __________, before me, the subscriber, a Notary Public of New Jersey, personally appeared ____________________________ who, I am satisfied, is the person named in and who executed the within Instrument, and thereupon he/she acknowledged that he/she signed, sealed and delivered the same as his/her act and deed, for the uses and purposes therein expressed.

__________________________________________  
Notary Public
## Directory:
### Important Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Phone Number</td>
<td>201-894-3000</td>
</tr>
<tr>
<td>Billing</td>
<td>201-894-3031</td>
</tr>
<tr>
<td>Care Coordination / Social Work</td>
<td>201-894-3080</td>
</tr>
<tr>
<td>Chaplain</td>
<td>201-894-3228</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>201-894-3035</td>
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<tr>
<td>Interpreters</td>
<td>201-894-3368</td>
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<tr>
<td>Medical Records (Health Information Management)</td>
<td>201-894-3169</td>
</tr>
<tr>
<td>Patient and Family Engagement</td>
<td>201-894-3980</td>
</tr>
<tr>
<td>Security</td>
<td>201-894-3225</td>
</tr>
</tbody>
</table>
My Notes and Questions for My Care Team
Why Giving Matters.

Englewood Hospital and Medical Center provides state-of-the-art medical care each and every day. When you support the Medical Center, you are making an investment that has a far-reaching impact, touching the lives of countless patients and families.

Thanks to the generosity of benefactors, EHMC is able to provide continuing education opportunities for staff, expand program and service offerings, build or enhance facilities, invest in new cutting-edge technology and offer community-based outreach and educational programs.

Join Us.

As a nonprofit medical center, EHMC relies on philanthropic support. The EHMC Foundation provides numerous ways to partner with Englewood Hospital and Medical Center as it works to transform the future of healthcare in our region. All gifts made to the EHMC Foundation are tax deductible to the extent allowed by law, and may be designated for a specific purpose or given as an unrestricted donation.

We welcome the opportunity to help you learn more about supporting EHMC. For more information, visit EnglewoodHospitalFoundation.org, call 201.894.3725 or email foundation@ehmchealth.org.

Help us dream big, do more and deliver on the promise to be a leader in healthcare today and for years to come.
Your hospital for life.

350 Engle Street, Englewood, NJ 07631

201-894-3000

englewoodhealth.org