

Dear Patient,

Welcome to Jupiter Medical Center. We know you have a choice about your healthcare and appreciate your confidence in our ability to provide excellent care for you. On behalf of our entire staff, we wish you a comfortable stay and a speedy recovery. Our staff is dedicated to meeting your needs and concerns.

In addition to a skilled and caring staff, we offer state-of-the-art equipment, modern facilities and the area's finest medical professionals.

Our top priority is assuring you excellent care and the greatest level of comfort possible. Our healthcare team is working around the clock to provide you quality medical treatment in a clean, comfortable and safe environment.

The information contained in this booklet will familiarize you with the services, procedures and policies of Jupiter Medical Center. If you have any questions, or wish to receive additional information about Jupiter Medical Center, please feel free to contact our patient advocate at 561-745-5795.

Sincerely,

*Administration & Board of Trustees
Jupiter Medical Center*

ACCREDITATION AND AFFILIATION

At Jupiter Medical Center, we seek to set a higher standard for ourselves and for how we diagnose and treat illness and injury. We are recognized by a number of agencies that accredit hospitals and hospital services, including The Joint Commission. Accreditation by The Joint Commission is a recognized nationwide symbol of quality that indicates that our organization has met or exceeded certain performance standards. Jupiter Medical Center is also a member of the American Hospital Association and the Florida Hospital Association.

In addition, several hospital departments are accredited, certified or recognized by prestigious agencies:

Bariatrics

The American Society for Metabolic and Bariatric Surgery

Cancer Center

*American College of Surgeons'
Commission on Cancer
American College of Radiology*

Cardiopulmonary/Blood Gas Lab

College of American Pathologists

Cardiopulmonary Rehabilitation

American Association of Cardiovascular and Pulmonary Rehabilitation

Diabetes Education

American Diabetes Association

Disease Specific Certification:

Primary Stroke Center

The Joint Commission

Laboratory

College of American Pathologists

Mammography

American College of Radiology

MRI

American College of Radiology

Nuclear Medicine

American College of Surgeons

Pavilion

Agency for Healthcare Administration

Sleep Center

American Academy of Sleep Medicine

Stereotactic Biopsy

American College of Radiology

Ultrasound

American College of Radiology

An Affiliation to Help Us Grow

Our affiliation with the University of Miami Miller School of Medicine provides access to an array of sophisticated programs and services and includes an open door to leading neurological and pediatric care, advanced cardiac surgery, organ transplantation, an intensive care burn unit and other unique clinical services.

TABLE OF CONTENTS

What to Bring to the Medical Center	4
Upon Arrival	4
<i>Room Assignment</i>	
<i>Identification Band</i>	
Nursing Care	4-6
<i>Patient Safety</i>	
During Your Stay	6-8
<i>Nurse Call System</i>	
<i>Telephone</i>	
<i>Communication Services</i>	
<i>Patient Beds</i>	
<i>Television</i>	
<i>Patient Channel</i>	
<i>Mail and Flowers</i>	
<i>Diet and Nutrition Services</i>	
<i>Meals</i>	
<i>Spiritual Needs</i>	
<i>Pain Control at Jupiter Medical Center</i>	
<i>For Your Protection</i>	
For Your Family and Friends	8-9
<i>Cafeteria</i>	
<i>Family Waiting Area</i>	
<i>Gift Shop</i>	
<i>General Tips for Families</i>	
<i>Visiting Guidelines</i>	
<i>Smoking Policy</i>	
<i>Automated Teller Machine (ATM)</i>	
<i>Vending Machines</i>	
Planning Your Discharge	10
<i>Going Home: The Discharge Process</i>	
<i>Case Management</i>	
Billing and Financial Information	11
<i>Billing</i>	
<i>Hospital Payment Policy</i>	
<i>Financial Assistance</i>	
Jupiter Medical Center Foundation, Inc.	12
Jupiter Medical Center Auxiliary, Inc.	13
Patient Rights and Responsibilities	14
For Your Healthcare Protection and Satisfaction .	15-16
<i>Advance Directive/Living Will</i>	
<i>Consumer Health Information</i>	
<i>Patient Information Privacy</i>	
<i>Patient Advocacy Program</i>	

WHAT TO BRING TO THE MEDICAL CENTER

The most important thing you can bring with you is a complete list of your medications, their dosages, and the times at which you take them. This list should be current, and include prescription and over-the-counter medications, vitamins and herbal preparations.

It should list the dates that you last received influenza and/or pneumococcal vaccinations, as well as any medication allergies you are aware of. Also bring your insurance cards and/or Medicare card, organ donation information, and a copy of your Living Will/Advance Directive if you have one.

Please bring with you any personal toiletry articles such as a toothbrush, toothpaste, hairbrush or comb. We also recommend you bring sturdy slippers with non-skid soles for use when out of bed. We also have a supply of toiletries available on the unit. If you need something such as a toothbrush or comb, ask your nurse.

Small electrical appliances such as radios, tape recorders, blenders, electric shavers, clocks, fans, electric toothbrushes and hair dryers are not permitted in the patient rooms.

Please do not bring jewelry, cash or other valuables. The Medical Center assumes no responsibility for the loss of valuables, clothes or personal effects kept in your room. If you arrive by ambulance or have inadvertently brought valuables with you, a security officer will have the cashier deposit them in the Medical Center safe and you will be issued a receipt for use in claiming the items.

UPON ARRIVAL

Room Assignment

You will be assigned to a room based on your diagnosis, physician's recommendations, and according to room availability.

Identification Band

All patients are given identification bracelets upon admission to help ensure your safety. Our caregivers use the bracelet to help identify you. Your bracelet has your full name, date of birth and medical record number. In addition, the band contains a barcode that is used to help your caregivers identify you. Please do not remove this wristband. It is important for your safety that you let your nurse know if it falls off or becomes damaged during your stay. You may also receive color-coded bracelets depending on your needs.

NURSING CARE

Our professional nursing team is made up of Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Certified Nursing Aides (CNAs) and Nurse Techs (NTs). A Charge Nurse is responsible for directing and coordinating nursing care on each unit. Our team is committed to providing you a safe and healing environment. Should you have any concerns during your stay about your care, please request to speak with the Charge Nurse, Nursing Director or patient advocate. To easily identify our staff by name, all hospital personnel wear ID badges. If you are unsure of whom someone is, please don't hesitate to ask.

Patient Safety

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and health care technicians. Health care organizations all across the country are working to make health care safe.

At Jupiter Medical Center, we adhere to the National Patient Safety Goals to improve patient safety. Here are some ways we help promote patient safety:

- **Identify patients correctly.** We use at least two ways to identify patients.
- **Improve staff communication.** We read back spoken or phone orders to the person who gave the order; create a list of abbreviations and symbols that are not to be used; quickly get important test results to the right staff person; and we create steps for staff to follow when sending patients to the next caregiver.
- **Use medicines safely.** We create a list of medicines with names that look alike or sound alike, and update the list every year; label all medicines that are not already labeled; and take extra care with patients who take medicines to thin their blood.
- **Prevent infection.** We use the hand cleaning guidelines from the Centers for Disease Control and Prevention; report death or injury to patients from infections that happen in hospitals; use proven guidelines to prevent infections that are difficult to treat; use proven guidelines to prevent infection of the blood; and use safe practices to treat the part of the body where surgery was done.
- **Check patient medicines.** We find out what medicines each patient is taking and make sure that it is OK for the patient to take any new medicines with their current medicines; give a list of the patient's medicines to their next caregiver or to their regular doctor before the patient goes home; and give a list of the patient's medicines to the patient and their family before they go home, and explain the list. Some patients may get medicine in small amounts or for a short time. We make sure that it is OK for those patients to take those medicines with their current medicines.
- **Prevent patients from falling.** We find out which patients are most likely to fall, and take action to prevent falls for these patients.
- **Help patients to be involved in their care.** We tell each patient and their family how to report their complaints about safety.
- **Identify patient safety risks.** Watch patients closely for changes in their health and respond quickly if they need help. We create ways to get help from specially trained staff when a patient's health appears to get worse.
- **Prevent errors in surgery.** We create steps for staff to follow so that all documents needed for surgery are on hand before surgery starts, and we mark the part of the body where the surgery will be done and involve the patient in doing this.

As a patient, you can make your care safer by being an active, involved and informed member of your health care team. The Speak Up™ program, sponsored by The Joint Commission, urges patients to get involved in their care.

This initiative provides simple advice on how you can make your stay a positive experience. 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.

S.P.E.A.K. U.P.

Pay attention to the care you get. Always make sure you're receiving the correct treatments and medicines by the correct health care professionals. Don't assume anything.

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

Ask a trusted family member or friend to be your advocate.

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

Use a hospital, clinic, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission.

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

What Else Can You Do?

- Know who your care providers (doctors, nurses, and others) are. If they don't wear a name badge or do not introduce themselves, ask their name and position.
- Ask if we have cleaned our hands - we won't be offended!
- Make sure we confirm your identity when drawing blood, doing procedures, or giving medications.
- Ask what each medication is for.
- Question us if a medication looks different, or if the routine changes.
- Write down any questions you may have as they arise. If you don't know where we are taking you - ask!
- Have a family member or friend present if needed when speaking with caregivers, having procedures done, or to speak up for you when you cannot.
- Be sure you can read and understand instructions given to you. If you cannot read them, ask your nurse or doctor for clarification. Make sure you understand which medications you are to take when you return home.

DURING YOUR STAY

Nurse Call System

A call bell in your room rings to a central nurses' station. While your nurse may not be available immediately, a team member will provide a prompt response to your request. All nursing personnel carry a wireless phone. The number is written on the white board in your room. You may call your nurse, CNA or charge nurse directly if you prefer.

If you feel faint or have any difficulty while in the bathroom or shower, use the emergency button and a nurse will come immediately. Always call a nurse for help rather than attempt an action or movement that may result in accidental strain or fall. Please do not attempt to get into or out of a wheelchair by yourself. Call for assistance.

Telephone

A private telephone is available for your use at your bedside for incoming and outgoing telephone calls. Telephone directories are provided for your convenience. There is no charge for local calls. Long distance calls can be billed to your telephone credit card or to your home telephone. *Cellular phone usage is discouraged to maintain quietness, but permitted in all public access areas.*

Local calls: Dial 9, wait for the dial tone then dial the local number.

Long distance calls: If your long distance carrier is AT&T or MCI, dial "0" for the operator to assist you. For other long distance carriers, please refer to the instructions on the back of your telephone credit card.

Incoming calls: Callers should dial the hospital's main number, 561-747-2234, and ask for you by name to be transferred to your room.

Hearing Impaired Information: A Telephone Device for the Deaf (TDD) is available through the hospital operator. Ask the nurse for assistance. For an amplified handset or to report equipment failure, contact your nurse. Visitors may use the TDD located at the switchboard.

Communication Services

Interpreters are available upon request through your nurse. This service is for communication between the patient and/or visitor and the staff and/or doctor.

Patient Beds

For your comfort, your room is furnished with an electrically-operated bed, allowing you to raise or lower the head and foot of the bed with one finger. Your nurse will show you how to operate the bed to your desired comfort.

Television

Each room is provided with a cable television. All televisions are remote controlled through your pillow speakers. If you need assistance with the controls, please ask any member of our team for help. Please be considerate of others by keeping the TV volume low, especially at night.

Patient Channel

Patients and families have access to a patient educational channel 24 hours a day on Channel 97. These hourly broadcasts help patients understand a variety of illnesses, treatment methods and home care instructions. If you have any questions, please ask your nurse.

Mail and Flowers

If you receive mail, a member of the auxiliary will deliver it to your room. The nursing staff will help you with your outgoing mail. Flowers, unless restricted by your condition, are delivered to your room as soon as they are delivered to the Medical Center. The Medical Center cannot provide vases for flowers. Flowers are not permitted in ICU.

Diet and Nutrition Services

Because your diet and nutrition status is an important part of your care, the Diet and Nutrition Services Department performs two important functions.

First, our Food Service Director supervises the menu planning, food production and meal service to best fit your individual needs.

Second, upon admission, our Registered, Licensed, Clinical Dietitians perform a nutrition screening to determine if you will require and benefit from Medical Nutrition Therapy. Comprehensive nutrition assessments with follow-up care, intake analysis, supplementation, nutrition support or a diet instruction will be provided as ordered by your physician.

Meals

You can expect your breakfast to arrive between 8 a.m. and 9:30 a.m.; lunch between 11:45 a.m. and 1:30 p.m.; and dinner between 5:15 p.m. and 6:30 p.m. If testing or examinations interfere with your mealtime, the nursing staff will order a meal tray to be delivered when your tests are completed.

Spiritual Needs

Clergy of all denominations are welcome to visit patients at any time during their hospital stay. We would be happy to contact your clergy on your behalf at your request. A meditation room is located on the second floor of the hospital, in the family waiting area.

Pain Control at Jupiter Medical Center

We understand that you are the only person who can judge your degree of pain and comfort and what works to make you more comfortable. You will participate in managing your pain and comfort during your stay with us.

In order for both you and your health care team to evaluate the degree of pain (and relief) you are experiencing, your nurse will be asking you to evaluate your discomfort, both before and after you receive medication, on a 0-10 scale. Zero means you are having no pain, and 10 means you are experiencing the worst possible pain. This allows

your health care team to identify the severity of your discomfort, and the degree of relief you receive from the medication administered.

For Your Protection

The Medical Center follows the recommendations of the Centers for Disease Control to make your stay as safe and pleasant as possible. Our staff takes the following standard blood and body fluid precautions during your stay:

- Gloves will be worn by staff when touching blood and body fluids. Gloves will be changed after contact with each patient.
- Masks, goggles or face shields/gloves will be worn by staff members during procedures that are likely to generate droplets of blood or body fluids.
- An alcohol based cleanser is available in all patient rooms to promote good hand hygiene.

Three things you and your visitors can do to prevent infection:

- Clean your hands in warm soapy water or hand sanitizer;
- Cover your mouth when you sneeze or cough;
- Avoid direct contact if you are sick with a fever.

FOR YOUR FAMILY AND FRIENDS

Cafeteria

Our cafeteria is located on the main floor of the Medical Center, and visitors are welcome. The hours of service are:

Monday through Friday

Breakfast: 7 a.m. – 10 a.m.

Lunch: 11 a.m. – 3 p.m.

Dinner: 4 p.m. – 6:30 p.m.

Saturday and Sunday

Continental Breakfast: 7 a.m. – 9 a.m.

Lunch: 11:30 a.m. – 1:30 p.m.

Dinner: 5 p.m. – 6:30 p.m.

Vending machines are available in the Emergency Room patio area, the first floor south lobby, and the cafeteria.

Family Waiting Area

If you are undergoing surgery, your family and friends may wait in the Family Waiting Area located on the second floor near the operating rooms. Once your surgery is completed, your doctor will consult with your family in this area.

Gift Shop

The Gift Shop, located in the East Lobby, offers a variety of unique gifts, along with toiletries, candy, jewelry, flower arrangements and stuffed toys.

Operated by the Medical Center's Auxiliary, proceeds from the Gift Shop are donated to the Medical Center.

Gift Shop Hours of Operation:

Monday – Friday, 9 a.m. to 4 p.m.

Saturday & Sunday, 10 a.m. to 4 p.m.

* Hours are subject to change.

General Tips for Families

When a loved one is hospitalized, it is important that you take care of yourself, too. Here are some tips to remember:

- Get proper rest and nutrition. You will need your strength when your loved one comes home.
- Take a breather occasionally. Go outside and take a short walk to relieve stress. The Jacqueline Fiske Healing Garden is located near the east entrance of the hospital, and a meditation room is located on the second floor of the hospital in the family waiting area.

- Bring reading materials, crossword puzzles or needlework to occupy your time.
- Write down your questions for the doctors and staff.
- Choose a contact person in your home community who can provide updates to others.
- Always be security and safety conscious. Report any unusual activity to staff or security personnel.
- Be supportive and tolerant of others who are experiencing similar stress.
- Be careful when driving.

Visiting Guidelines

We are committed to keeping families together and encourage visits for support and emotional recovery. To provide a therapeutic and restful environment, we recommend no more than two visitors at a time. Visiting hours are flexible based on family and patient needs. Visitors may stop at the lobby desk to ask for information or to obtain a patient's room number. Children must be escorted by an adult at all times. Children 12 years and older are permitted in the ICU.

When visiting the ICU, please call prior to entering the unit. An intercom is conveniently located outside the ICU doors. This will allow the nurse to prepare for your visit, as well as protect the privacy of all patients.

In critical care settings, visiting hours are based on individual patient needs. Exceptions to these guidelines will be considered by the nurse and carried out with the patient's best interest in mind. ICU visiting hours are limited and individualized to meet the patient's and family's needs. In addition, we encourage "quiet time" between 2 p.m. and 4 p.m., limiting patient disturbances for tests, treatments and physician rounds so our patients may rest without interruptions. Please ask your ICU nurse for the visiting hours. For your convenience, there is a visitor's lounge located near the ICU where visitors may wait between visits.

Smoking Policy

Jupiter Medical Center promotes a smoke-free environment. Patients and their visitors are prohibited from smoking in all rooms, buildings and at all entrances. Smoking is permitted on the patio outside of the cafeteria from 7 a.m. to 9:30 p.m. After 9:30 p.m., the hospital doors are locked and this area is closed.

Automated Teller Machine (ATM)

There is one ATM available on the first floor near the south lobby.

Vending Machines

Vending machines are available 24 hours a day. They are located in the Emergency Room patio area, the first floor south lobby, and the cafeteria.



PLANNING YOUR DISCHARGE

Going Home: The Discharge Process

The day your physician has informed you of your discharge, there are many steps that occur before you can actually leave the hospital. First and foremost, there are several physicians caring for you during your stay. Each of them has to clear your discharge. This is one reason that may cause a delay in leaving. Also, there may be tests ordered on your last day of hospitalization that have to be completed and reported to your physician before you may be cleared for discharge.

You may be scheduled for a test or procedure in the radiology department during your hospital stay. Many radiology tests and procedures require specific preparations, and/or fasting. These pre-procedure requirements will help to obtain the best result for you and your physician. The staff is aware of your medical needs and possible discomfort, and we will do our best to conduct all procedures and tests as quickly and efficiently as possible. Because inpatient needs vary, we serve each hospital patient's individual needs, rather than scheduling inpatient appointments. Thank you for your patience.

When it is time for your discharge from the Medical Center, your physician will write a discharge order. Your nurse will then arrange for a volunteer or transporter to escort you by wheelchair to your vehicle. You must have a family member or friend available to drive you home. During periods of high patient census, you may be escorted to a discharge lounge while you wait for transportation home.

Case Management

During your hospital stay, a Case Management Department representative may visit you to help plan for your discharge. Our staff can assist you with a variety of services including, but not limited to, home healthcare or private care, and medical supplies such as walkers and wheelchairs.

Our Case Management staff can assist with placement needs for rehabilitation or skilled nursing facilities (SNF) and can provide information on choosing a senior living community or assisted living facility, as well as information on many community resources.

If you would like to speak to a Case Management Department representative, please ask your nurse or call 561-745-5783.



BILLING & FINANCIAL INFORMATION

Your hospitalization coverage is a contract between you and your insurance company to provide reimbursement for services provided. Jupiter Medical Center will make every effort to verify your insurance coverage with your carrier at the time of or prior to your admission. We will do our best to ensure that you get all the benefits that your policy allows. Most hospital insurance plans do not provide full coverage of your hospital bill. If payment is not received within 45 days of the initial claim filing, we will request your assistance in determining the reason for the payment delay. We will cooperate in expediting your claim, but you are ultimately responsible for your account.

Billing

You may request an itemized statement from the hospital that will reflect a detailed list of charges for your hospital care and all the supplies and services ordered by your physician. If you need an insurance form for other insurance, we can provide you with a copy, after your bill is paid in full.

Private practice physicians are not employed by the hospital and will send you a separate bill for services provided during your stay. Your physician may have requested consultations and/or services from other physicians, such as radiologists, emergency physicians, pathologists, and anesthesiologists. These physicians are also in private practice and will bill you separately.

Each physician may be individually contracted with an HMO or PPO. These contracts could be different from the contracts that the hospital holds. Check with both the hospital and the physician to find out if each is a member of your insurance provider network.

Hospital Payment Policy

Payments are required at the time of service for any amount not completely covered by your insurance; this includes responsibilities such as your insurance plan required deductible and or co-payment. Patients may be visited during their stay by a hospital financial counselor prior to time of discharge to collect any outstanding balance and/or make suitable payment arrangements for any outstanding balances. Estimated deposits are based on average charges per procedure or diagnosis.

For patients without insurance, payment of the estimated hospital bill less the deposit made at the time of admission is due at discharge. Payment may be made by cash, personal check, Master Card, American Express, Discover, VISA, or electronic funds transfer.

Financial Assistance

If you have financial difficulties and cannot make the full payment at discharge, we offer a variety of payment options. In addition, Financial Assistance Programs (Federal, State and Local) are available. Patients or guarantors along with immediate family members should contact a Financial Counselor for assistance and eligibility review. You may reach a Business Office representative, Monday through Friday from 8 a.m. to 4 p.m., at 561-744-4440.

Medicare is a federally funded program for those at least 65 years of age and the disabled. Medicaid is a federal and state funded program, generally, for children, mothers, and the disabled. Medicare and Medicaid are both honored by Jupiter Medical Center. Medicare and Medicaid patients must present current cards at the time of service. Medicare patients are requested to pay their deductible at the time of admission. Eligibility for Medicare and Medicaid patients will be verified at the time of registration.

JUPITER MEDICAL CENTER FOUNDATION, INC.

Philanthropic support has been the cornerstone of Jupiter Medical Center since the first campaign was launched in 1975 to build the hospital on a 30-acre parcel of donated land. Whether ushering in new life, educating staff, supporting caregivers, expanding health through clinical research, funding new technology to deliver better care and supporting and nurturing those who are sick – all are enhanced by the resources developed through contributions to the Jupiter Medical Center Foundation.

Founded on October 1, 1989, the Jupiter Medical Center Foundation, Inc. was created to promote philanthropic support of Jupiter Medical Center. A separate volunteer Board of Trustees governs the Foundation and oversees the solicitation, investment and utilization of its charitable donations. Since its inception, the Foundation has raised close to \$50 million through generous gifts from the community.

Some ways to give include:

Friends of the Foundation: the Annual Fund developed to provide unrestricted support used for the greatest benefit of the Medical Center. This program includes the Presidents and Chairmans Clubs, where donors contribute \$1,000 or \$5,000, or more, annually.

Special events: the Annual Pink & White Ball, Pro-Am Charity Classic, PGA Women’s Cancer Awareness Day and Saks Fifth Avenue Key to the Cure.

The Ambassadors: a fund-raising membership organization comprised of the community’s active business and community leaders who identify various needs throughout the Medical Center to support.

Gifts can be made in honor or in memory of a loved one, to recognize a milestone such as a birthday or anniversary, or to pay tribute to a special nurse, staff or physician during a hospital stay.

Other ways of supporting Jupiter Medical Center through the Foundation include making a gift of stock or through a planned gift. Whether it is oncology, surgical services, emergency medicine or cardiac rehabilitation, the impact of philanthropy is evident throughout the Medical Center. Every gift – no matter how large or small – makes an enormous difference in the lives of those we serve and the health of our community.

For ways to make a difference, please contact the Jupiter Medical Center Foundation at 561-745-5728 to determine how best to make a contribution to continue to deliver world class care close to home.



JUPITER MEDICAL CENTER AUXILIARY, INC.

The Jupiter Medical Center Auxiliary, founded in June 1976 with 137 charter members, was originally composed of mostly women in their identifying jackets, known as “Pink Ladies.” The uniforms have since been updated, but the mission remains. The organization presently has a membership of more than 700 men, women and teen volunteers who provide vital services to approximately 50 areas throughout the Medical Center.

This group of dedicated and caring individuals works side by side with Medical Center staff to ensure a pleasant stay and speedy recovery for our patients. The Auxiliary operates the Motor Aid Program, which provides free, round-trip transportation to patients for hospital and physician appointments; manages a Patient Library; and operates the Thrift Shop and Gift Shop. Additionally, you will find our Auxilians, now in their updated khaki pants and polo shirts or vests, escorting patients throughout the Medical Center, delivering newspapers and flowers to patients and genuinely contributing to our patients’ experience.

If you or anyone you know is interested in volunteering, please contact the Jupiter Medical Center Auxiliary at 561-744-4461. A variety of assignments and schedules to accommodate active lifestyles are available to members.



PATIENT RIGHTS & RESPONSIBILITIES

Florida law requires that health care providers or health care facilities recognize patient rights while receiving medical care and that the patient respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. The patient may request a copy of the full text of this law from the patient advocate.

- A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to know who is providing medical services and who is responsible for his or her care.
- A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- A patient has the right to know what rules and regulations apply to his or her conduct.
- A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- A patient has the right to refuse any treatment, except as otherwise provided by law.
- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
- A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.
- A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- A patient is responsible for following the treatment plan recommended by the health care provider.
- A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

FOR YOUR HEALTHCARE PROTECTION AND SATISFACTION

Advance Directive/Living Will

An advance directive tells your doctor what kind of care you would like to have if you become unable to make medical decisions (if you are in a coma, for example). A living will is one type of advance directive. It is a written, legal document that describes the kind of medical treatments or life-sustaining treatments you would want if you were seriously or terminally ill. Remember to bring in any existing documents including advance directives and living wills if you would like them included in your medical record.

Jupiter Medical Center:

- Encourages you to create an advance directive and bring it with you to the Medical Center;
- Will honor your wishes expressed in your advance directive, in accordance with the law;
- Does not base your care and treatment on whether or not you have an advance directive;
- Will provide an Advance Directive/Living Will at your request;
- Participates in community education regarding advance directives.

For more information on advanced directives and living wills, please contact the patient advocate or nursing supervisor.

Consumer Health Information

Consumer health information services for patients and family members are available during your hospital stay. If you would like information regarding specific health concerns, please contact the Department of Medical Education at 561-747-2234, extension 3564.

Patient Information Privacy

We understand that medical information about you and your health is personal. We are committed to protecting your medical information. You will receive a notice explaining the ways in which we may use and disclose medical information about you. It also describes your rights and certain obligations we have regarding the use and disclosure of medical information.

Patient Advocacy Program

Your safety and satisfaction are vitally important to us. Jupiter Medical Center has ongoing programs in place throughout the Medical Center to ensure the safety and satisfaction of our patients and visitors. We realize that, from time to time, you may encounter situations that raise questions or concerns. Please don't hesitate to ask questions or raise concerns to your doctor, your nurse, the patient advocate or other healthcare workers.

Jupiter Medical Center's Patient Advocacy Program is a resource for patients and their families, available throughout their hospital stay. Our goal is to improve the overall patient experience, enhance communication and address any issues identified during your hospitalization.

Patients, families, visitors or staff can contact a patient advocate with any issues or concerns. A patient advocate will be assigned to look into your complaint and work with you to resolve the issue during your hospitalization. Opportunities for improvement identified through this process will be used to improve the care we deliver.

To speak with a patient advocate during your hospitalization, call 561-745-5795 or 561-745-5758 between 8:00 a.m. and 4:30 p.m. Monday through Friday, excluding holidays. You may also visit our office located in the East lobby of the main hospital. No appointments are necessary. Our team is here to meet or exceed your expectation of excellence. For assistance after hours and on weekends, please ask for the nursing supervisor.

If you remain dissatisfied, we ask that you contact the Risk Management Department at 561-744-4409 or come to the office in the East Lobby across from the Gift Shop to talk to us.

If your grievances have not been satisfactorily resolved, the Florida Agency for Healthcare Administration, the state's hospital licensing authority, provides a consumer line to voice your concerns. The toll free telephone number is 1-888-419-3456, or you may write to the Agency for Healthcare Administration, Complaint Administration Unit, 2727 Mahan Drive, Bin 49, Tallahassee, FL 32308.

If you have explored all avenues and your concerns were not addressed to your satisfaction, you can contact the Joint Commission. It is the policy of the Joint Commission to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the subject organization in the course of a complaint investigation.

The Joint Commission policy forbids accredited organizations from taking retaliatory actions against employees for having reported quality of care concerns to The Joint Commission.

E-Mail: complaint@jointcommission.org
Fax: Office of Quality Monitoring, (630) 792-5636
Mail: Office of Quality Monitoring, The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Website: www.jointcommission.org

If you have questions about how to file your complaint, you may contact the Joint Commission, toll free, at 1-800-994-6610, weekdays from 8:30 a.m. to 5:00 p.m. Central Time.

