


Stroke

Patients can help prevent strokes by maintaining a healthy weight, being physically active, and refraining from smoking. High Blood Pressure, elevated Cholesterol, Diabetes, and Atrial Fibrillation are all risk factors for stroke and need to be managed by your physician. Stroke warning signs include: sudden weakness or numbness of the arm, leg, or face; dimness of vision; facial droop; sudden confusion; and trouble walking or seeing, speaking or understanding. Call 911 immediately if you experience these symptoms.

Patients, Caregivers and Visitors can view more Stroke education by visiting Cape Regional's education channel 46, The Wellness Network, or by accessing the Patient Channel programs anytime online at: www.thepatientchannelnow.com – password 00595.

SPOT A STROKE

LEARN THE WARNING SIGNS AND ACT FAST



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BALANCE
LOSS OF BALANCE,
HEADACHE
OR DIZZINESS


EYES
BLURRED VISION

FACE
ONE SIDE OF THE
FACE IS DROOPING

ARMS
ARM OR LEG
WEAKNESS

SPEECH
SPEECH DIFFICULTY

TIME
TIME TO CALL
FOR AMBULANCE
IMMEDIATELY

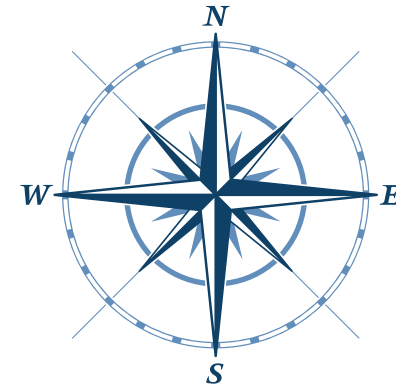


CALL 911 IMMEDIATELY



Navigator

THE CAPE REGIONAL MEDICAL CENTER PATIENT GUIDE



FREE

Please take this copy home with you
as a reference guide

Patient Handbook
Visitor Information
Service Line Information
Patient Education
Television Listing
...and much more

Scan here with your phone
to view this guide online



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New Jersey, USA 08210

Phone Number
609.463.CAPE

Website
www.caperregional.com

Like Cape Regional Health
System on Facebook



Cape Regional Miracles Fitness

Cape Regional Miracles Fitness, located in Rio Grande, NJ, has been serving the Cape May County community since 1998. The fitness center includes:

- 10,000 square foot facility
- Three group fitness studios with over 40 weekly classes including Zumba, Pilates and Yoga
- A premier fitness floor
- Free weight room
- Active Aging area
- Certified personal trainers
- Hydromassage
- Ignite Boot camp
- Fit Bar for fresh recovery shakes, fruit bowls and healthy snacks
- Summer Programs in Stone Harbor and Avalon
- Open 7 days a week

Visit MiraclesFitness.com for more information or call 609.886.7070.

There is One
Point of Access to
Cape Regional
Health System.

One Number, For a Healthier Life:

609.463.CAPE

Cape Regional Home Health Care / Managed by BAYADA

There's no place like home, especially when it comes to receiving healthcare. That's why we've partnered with nationally known Bayada Home Health Care to provide superior in-home health services to the residents of Cape May County. We provide medical care and supportive services to disabled and home bound adults, as well as to people recovering from surgery, serious illness or injury.

Located on Route 9 in Cape May Court House.

Services:

- Nursing
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Home Health Aides
- Medical Social Workers
- Certified Nursing Assistants
- Heart Failure
- Chronic Obstructive Pulmonary Disease (COPD) Program
- Wound Care
- Medication Management
- Palliative Care
- 24-Hour Clinical Support

For more information, call 609.465.1205.

Cape Regional Urgent Care

Cape Regional Urgent Care is staffed with board-certified physicians. Our staff is committed to delivering care in a warm, friendly and compassionate setting, without an appointment or long wait time. We offer the community alternatives to care that might otherwise be provided in a more costly, hospital emergency room.

Three locations:

- Cape May Court House – Acme Shopping Plaza
- Wildwood – Rio Grande Avenue next to Wawa
- Marmora - Route 9 South next to Dunkin' Donuts

Services:

- General Illness Care
- Fracture and Sprain Care
- Laceration Repair
- Abscess Care
- IV Fluid & Medication
- Minor Eye Injuries
- On Site Lab
- On Site Digital X-Ray
- EKG
- Occupational Medicine
- Physicals
- Nebulizer Therapy
- Prescriptions Electronically Prescribed

COVID-19 testing available by appointment, please visit [CapeRegionalUrgentCare.com](https://www.CapeRegionalUrgentCare.com) for more information or call 609.465.6364.

Your Hospital. Your Health.

To Our Patients

Welcome to Cape Regional Medical Center. While you are here, we want to make your stay as comfortable as possible. Our exceptional healthcare team will work with you to foster a healing environment and speed your recovery.

Many positive enhancements have occurred in recent years and continue to occur at the medical center. Our goal is to achieve the highest possible levels of patient and family satisfaction. If you have any suggestions, questions or concerns, please do not hesitate to speak with your physician, nurse, nurse manager or patient advocate. Our patient advocate can be reached at 609.463.2289.

Cape Regional Medical Center participates in an important initiative with the Press Ganey organization to measure patient and family satisfaction. Please take a moment to complete the survey that will be mailed to your home after your discharge.

Your comments and feedback will greatly assist us with our patient and family satisfaction initiatives.

With best wishes for a speedy recovery,

Joanne Carrocino, FACHE

President & CEO
Cape Regional Health System



CAPE REGIONAL
MEDICAL CENTER

About Cape Regional

Cape Regional Medical Center is a not-for-profit medical center, centrally located in the county seat of Cape May Court House. We offer residents and visitors to the area an array of comprehensive healthcare services.

Cape Regional Medical Center is a member of the American Hospital Association, the New Jersey Hospital Association, and it is accredited by and received the Gold Seal of Approval from The Joint Commission. Accreditations held by individual departments include the College of American Pathologists and the American College of Radiology.



Cape Regional Physicians Associates

Cape Regional Physicians Associates is a multi-specialty provider group, which includes some of the finest physicians in the area. We are affiliated with Cape Regional Health System and have locations throughout Cape May County.

Over 50 primary care providers and specialists delivering services in multiple locations.

Specialists:

- Cardiology
- Endocrinology
- Family Medicine
- Gastroenterology
- Hospitalists
- Internal Medicine
- Neurology
- Surgery – Breast, Colorectal, General, Vascular and Orthopaedic
- Urogynecology
- Urology

Locations:

- Cape May Court House
- Marmora
- North Cape May
- Rio Grande
- Seaville
- Stone Harbor

Cape Regional Radiology

When it comes to your health, you shouldn't have to wait for answers. That's why Cape Regional Medical Center is the only imaging provider in Cape May County to provide 24/7 access to diagnostic imaging, CT scans and ultrasound services as well as weekend appointments for many other tests. With round-the-clock care, you can rest easy that you'll get results fast.

Three locations:

- Cape Regional Medical Center
- The Jane Osborne Center – Cape May Court House
- Cape Regional Radiology – Rio Grande

Services:

- Digital X-Ray
- CT Scan
- Ultrasound
- Nuclear Medicine
- PET/CT
- 3D Mammography
- MRI
- Interventional Radiology

Explore Our Services

Cape Regional Medical Center

Cape Regional Medical Center opened in October, 1950 and is the only acute care hospital that serves residents and visitors in Cape May County. The services at the Medical Center include:

- Cancer Care/Radiation Oncology
- Cardiac Care
- Cardiac Rehabilitation
- Care Management
- Concussion Care
- Diabetes Care
- Dialysis – Inpatient
- Emergency Care
 - Fast Track
 - Quick Care
 - Emergency Room
- Gynecology
- Infusion Therapy
- Intensive Care
- Laboratory & Pathology
 - Laboratory Outreach
 - Blood Draw Off-Site Offices
 - Rio Grande
 - North Cape May
- Lymphedema Management
- Neurology
- Occupational Therapy
- Pain Management
- Parkinson's LSVT Rehab
- Pediatrics
- Pelvic Floor Rehabilitation
- Pharmacy Anti-thrombosis Service
- Physical Therapy
- Pulmonary Rehab
- Radiology
- Respiratory Care
- Same Day Surgery
- Sleep Care
- Speech Therapy
- Surgical Services
- Stroke Center
- Wound Care, Inpatient
- Wound Center, Outpatient

Cape Regional Physical Therapy

Cape Regional Physical Therapy examines, evaluates and treats patients who have conditions that affect an individual's ability to move freely and without pain. Our therapists will design a plan of care to help you meet your rehabilitation and personal goals.

Three free-standing facilities in addition to the Medical Center:

- Seaville
- Cape May Court House
- North Cape May

Services:

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Lymphedema Management
- Parkinson's Rehabilitation
- Pelvic Floor Program
- Concussion Care
- Cape Fit Weight Loss Program



Mission Statement

Our mission is to provide the highest quality healthcare to our community.

Vision Statement

Our vision is to be the healthcare leader and provider of choice by developing a comprehensive, independent and high quality healthcare system.

Corporate Values

- | | |
|-------------|------------------|
| -Quality | -Safety |
| -Service | -Professionalism |
| -Efficiency | -Teamwork |
| -Integrity | -Compassion |

Your Patient Care Partnership

Understanding Expectations, Rights & Responsibilities

When you need medical care, your doctor and the nurses and other professionals at our medical center are committed to working with you and your family to meet your healthcare needs. Our dedicated doctors and staff serve the community in all its ethnic, religious, and economic diversity. Our goal is for you and your family to have the same care and attention we would want for our families and ourselves. The sections here explain some of the basics about how you can expect to be treated during your stay. They also cover what we will need from you to care for you better. If you have questions at any time, please ask them. Unasked or unanswered questions can add to the stress of your stay. Your comfort and confidence in your care are very important to us.

What to Expect During Your Stay

High quality medical care.

Our first priority is to provide you the care you need, when you need it, with skill, compassion and respect. Tell your caregivers if you have concerns about your care or if you have pain. You have the right to know the identity of doctors, nurses and others involved in your care, and you have the right to know when they are students, residents or other trainees.

A clean and safe environment.

Our medical center works hard to keep you safe. We use special policies and procedures to avoid mistakes in your care and keep you free from abuse or neglect. If anything unexpected and significant happens during your stay, you will be told what happened, and any resulting changes in your care will be discussed with you.

Involvement in your care.

You and your doctor often make decisions about your care before you go to the medical center. Other times, especially in emergencies, those decisions are made during your stay. When decision-making takes place, it should include:

Discussing your medical condition and information about medically appropriate treatment choices. To make informed decisions with your doctor, you need to understand:

- The benefits and risks of each treatment.
- Whether your treatment is experimental or part of a research study.
- What you can reasonably expect from your treatment and any long-term effects it might have on your quality of life.
- What you and your family will need to do after you leave the medical center.
- As a patient, you have the right to receive information about pain and pain-relief measures. Our staff of healthcare professionals is committed to pain prevention and management.
- The financial consequences of using uncovered services or out-of-network providers.

Please tell your caregivers if you need more information about treatment choices.

Discussing your treatment plan. When you enter the medical center, you sign a general consent to treatment. In some cases, such as surgery or experimental treatment, you may be asked to confirm, in writing, that you understand what is planned and agree to it. This process protects your right to consent to or refuse recommended treatment. It also protects your right to decide if you want to participate in a research study.

Getting information from you. Your caregivers need complete and correct information about your health and coverage so they can make good decisions about your care. That includes:

- Past illnesses, surgeries or medical center stays.
- Past allergic reactions.
- Any medicines or dietary supplements (such as vitamins and herbs) that you are taking.
- Any network or admission requirements under your health plan.
- Who is your next of kin/primary contact person?

Understanding your healthcare goals and values. You may have healthcare goals and values or spiritual beliefs that are important to your well-being.

Project Medicine Drop RX

Do you have medications you don't need?

Be part of the solution in fighting the opioid epidemic and dispose of unwanted, unused, or expired medication in a prescription drop box!

What is a prescription drop box?

A prescription drop box is a place to discard any unwanted, unused, or expired medication safely and anonymously.

Where and when can I use a Prescription Drop Box?

The medication disposal boxes are available 7 days a week, 24 hours a day. Most police stations in Cape May County have such boxes.

For an updated list of locations, visit www.capeassist.org or www.healthycommunitycoalition.org

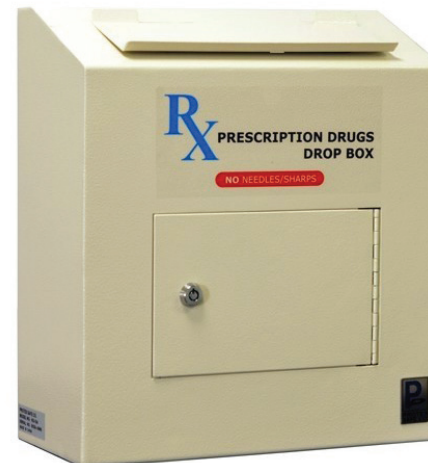
Why is it important?

Prescription medication misuse is a growing issue and a pressing concern in our local communities. One of the best ways to have a safe community, and to protect the environment in the process, is by disposing of any unwanted, unused, or expired medications properly.

What else can I do to help keep my home and community safe?

Follow 5 simple steps:

1. Take inventory of your prescription and over-the-counter medicine.
2. Secure your medicine cabinet.
3. Safely dispose of your unwanted, unused, or expired medication.
4. Take your medicine as prescribed.
5. Talk to your children about the dangers of prescription misuse. They are listening.



BE PART OF THE SOLUTION!

To find a drop box near you or for more information, visit www.capeassist.org or www.healthycommunitycoalition.org or call 609.522.5960.

Prescription Opioids: What You Need To Know

Prescription opioids can be used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks. It is important to work with your health care provider to make sure you are getting the safest, most effective care.

What are the risks and side effects of opioid use?

Prescription opioids carry serious risks of addiction and overdose, especially with prolonged use. An opioid overdose, often marked by slowed breathing, can cause sudden death. The use of prescription opioids can have a number of side effects as well, even when taken as directed.

- Tolerance- meaning you might need to take more of a medication for the same pain relief
- Physical dependence- meaning you have symptoms of withdrawal when a medication is stopped
- Increased sensitivity to pain
- Constipation
- Nausea, vomiting, and dry mouth
- Sleepiness and dizziness
- Confusion
- Depression
- Low levels of testosterone that can result in lower sex drive, energy, and strength
- Itching and sweating

Avoid alcohol while taking prescription opioids. Also, unless specifically advised by your health care provider, medications to avoid include:

- Benzodiazepines (such as Xanax or Valium)
- Muscle Relaxants (such as Soma or Flexeril)
- Hypnotics (such as Ambien or Lunesta)
- Other prescription opioids

Risks are Greater With:

- History of drug misuse, substance use disorder, or overdose
- Mental health conditions (such as depression or anxiety) Sleep apnea
- Older age (65 years or older)
- Pregnancy

Know Your Options

Talk to your healthcare provider about ways to manage your pain that don't involve prescription opioids. Some of these options may actually work better and have fewer risks and side effects.

Options may include:

- Pain relievers such as acetaminophen, ibuprofen, and naproxen
- Some medications that are also used for depression or seizures
- Physical therapy and exercise
- Cognitive behavioral therapy, a psychological, goal-directed approach, in which patients learn how to modify physical, behavioral, and emotional triggers of pain and stress.

If you are prescribed opioids for pain:

- Never take opioids in greater amounts or more often than prescribed
- Follow up with your primary health care provider within __ amount of days.
- Help prevent misuse and abuse.
- Never sell or share prescription opioids.
- Never use another person's prescription opioids.
- Store opioids in a secure place and out of the reach of others.
- Safely dispose of unused prescription opioids.
- Visit www.cdc.gov/overdose to learn about the risks of opioid abuse and overdose.
- If you believe you may be struggling with addiction, tell your health care provider and ask for guidance or call SAMHSA'S national Helpline at 1.800.662.HELP

They will be taken into account as much as possible throughout your medical center stay. Make sure your doctor, your family, and your care team know your wishes.

Understanding who should make decisions when you cannot. If you have signed a healthcare power of attorney stating who should speak for you if you become unable to make healthcare decisions for yourself, or a living will or advance directive that states your wishes about end-of-life care, give copies to your doctor, your family and your care team. If you or your family needs help making difficult decisions, counselors, chaplains and others are available to help.

Protection of your privacy.

We respect the confidentiality of your relationship with your doctor and other caregivers, and the sensitive information about your health and healthcare that are part of that relationship. State and federal laws and medical center operating policies protect the privacy of your medical information. You will receive a Notice of Privacy Practices that describes the ways that we use, disclose and safeguard patient information, and explains how you can obtain a copy of information from our records about your care. If you are admitted to Cape Regional Medical Center, you will be provided a confidentiality code. While you or your children are hospitalized at Cape Regional, private information is protected using the Confidentiality Code. Cape Regional team members will not provide information to callers unless the caller provides your confidentiality code.

To use the code, first remember to give the code only to persons whom you want to have full access to information related to your hospitalizations; it is recommended that you limit the number of persons to whom you give the confidentiality code to one or two people, preferably your personal representative or your caregiver.

Preparing you and your family when you leave the medical center.

Your doctor works with medical center staff and professionals in your community. You and your family also play an important role in your care. The success of your treatment often depends on your efforts to follow medication, diet and therapy plans. Your family may need to help care for you at home. You can expect us to help you identify sources of follow-up care and to let you know if our medical center has a financial interest in any referrals. As long as you agree that we can share information about your care with them, we will coordinate our activities with your caregivers outside the medical center. You also can expect to receive information and, where possible, training about the self-care you will need when you go home. Let us know who you have chosen as your caregiver.

Help with your bill and filing insurance claims.

Our staff will file claims for you with healthcare insurers or other programs such as Medicare and Medicaid. Our staff also will help your doctor with needed documentation. Medical center bills and insurance coverage often are confusing. If you have questions about your bill, contact our business office if you need help understanding your insurance coverage or health plan, start with our insurance company or health benefits manager. If you do not have health coverage, we will try to help you and your family find financial help or make other arrangements. We need your help with collecting needed information and other requirements to obtain coverage or assistance. While you are here, you will receive more detailed notices about some of the rights you have as a medical center patient and how to exercise them. We are always interested in improving. If you have questions, comments or concerns, please see the information below.

Are you a hospital inpatient or outpatient?

Did you know that even if you stay in a hospital overnight, you still might be considered an outpatient? Your **hospital status** (whether the hospital considers you an inpatient or outpatient) affects how much **you pay** for hospital services (like X-rays, drugs and lab tests) and also may affect whether Medicare will cover care you receive in a skilled nursing facility (SNF) following your hospital stay.

You're an **inpatient** starting when you are formally admitted to a hospital with a doctor's order. The day **before** you're discharged is your last inpatient day.

You're an **outpatient** if you're getting emergency department services, **observation services**, outpatient surgery, lab tests, X-rays, or any other hospital services and the doctor **hasn't** written an order to admit you to a hospital as an inpatient. In these cases, you are an outpatient even if you spend the night at the hospital.

NOTE: Observation services are hospital outpatient services given to help the doctor decide if the patient needs to be admitted as an inpatient or can be discharged. Observation services may be given in the emergency department or another area of the hospital. **The decision for inpatient hospital admissions is a complex medical decision based on your doctor's judgement and your need for medically necessary hospital care. An inpatient admission is generally appropriate when you're expected to need two or more midnights of medically necessary hospital care, but your doctor must order such admission and the hospital must formally admit you in order for you to become an inpatient.**

There are many different health insurance plans. It is important for you to know how your health insurance will pay for your hospital stay in either observation or admission.

For more detailed information on how Medicare covers hospital services, including premiums, deductibles, and co-payments, visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view the "Medicare & You" handbook. You also can call 1.800.MEDICARE (1-800-633-4227). TTY users should call 1.877.486.2048.

Questions and Concerns

Patients, families and visitors may have questions regarding their rights and responsibilities. You may discuss concerns or issues regarding care or service delivered by calling our patient advocate at 609.463.2289, Monday through Friday, 7:30 a.m. to 4 p.m. After 4 p.m. and on weekends and holidays, you may call 609.463.2688, and the nursing supervisor will assist you. You also may contact The Joint Commission, which encourages you to have the medical center address your complaints/issues.

If this does not lead to resolution, please contact The Joint Commission at patientsafetyreport@jointcommission.org, or call 1.800.994.6610 or write the Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181. Or you may report anonymously to the State Department of Health and Senior Services, P.O. Box 360, Trenton NJ 08625 or call 1.800.792.9770.

Managing Your Pain

What can be done to treat pain?

There are many ways to manage your pain. There are medicines that can be used to relieve pain. There are also other ways to treat pain without taking medicine. Your doctor will work with you to find out what works best for you.

What are some of the medicines used to treat pain?

Some pain medicines are acetaminophen, aspirin, ibuprofen, naproxen and opioids. Opioids include morphine, oxycodone and hydromorphone. Many of these medicines come in pills, liquids, suppositories, and skin patches. Some pain may be treated with medicines that are not usually thought of as pain relievers. For example, antidepressants.

Are there other ways to relieve pain?

That will depend on your illness or condition and how much pain you have. Sometimes pain can be relieved in other ways. Some other treatments for pain are listed here:

- Acupuncture, which uses small needles to block pain
- Taking your mind off the pain with movies, games and conversation
- Electrical nerve stimulation, which uses small jolts of electricity to block pain
- Physical therapy
- Hypnosis
- Massage
- Exercise
- Heat or Cold
- Relaxation

What are the side effects of pain medicine?

It depends on the medicine. Side effects can include constipation, nausea, vomiting, itching, and sleepiness.

What can you do if you have side effects or a bad reaction?

Call your doctor or nurse as soon as possible. Find out what can be done to treat the side effect. Ask if there is another pain medicine that may work better.

Are you afraid to take a pain medicine?

You may have had a bad experience taking pain medicine in the past, such as a side effect or bad reaction. Or you may be taking a lot of other medicines. Your doctor or nurse should be able to ease your fears. It's important that you take your medicine.

Are you afraid that you'll become addicted to pain medicine?

This is a common concern of patients. Studies show that addiction is unlikely. This is especially true if the patient has never had an addiction. Talk to your doctor or nurse about your fears.

Are you afraid that your pain medicine won't work if you take it for a long time?

This is called "tolerance." It means that after awhile your body gets used to the medicine and you need to make a change to get pain relief. It's also possible that the condition causing your pain is getting worse or you have a new type of pain. You may need more medicine or a different kind of medicine to control your pain. Talk to your doctor or nurse.

Can you crush pills if you can't swallow them?

Check with your doctor, nurse, or pharmacist. Some medicines can be crushed and some cannot. For example, time-release medicines should not be crushed. Ask your doctor or nurse if the medicine comes in a liquid or can be given another way.

What You Should Know About Pain Management

Speak Up

There are many different causes and kinds of pain. Pain can be caused by injury, illness, sickness, disease or surgery. Treating pain is the responsibility of your doctor, nurse and other caregivers. You can help them by asking questions and finding out more about how to relieve your pain. This brochure has some questions and answers to help you do that.

Questions To Ask Your Caregivers

- What pain medicine is being ordered or given to you?
- Can you explain the doses and times that the medicine needs to be taken?
- How often should you take the medicine?
- How long will you need to take the pain medicine?
- Can you take the pain medicine with food?
- Can you take the pain medicine with your other medicines?
- Should you avoid drinking alcohol while taking the pain medicine?
- What are the side effects of the pain medicine?
- What should you do if the medicine makes you sick to your stomach?
- What can you do if the pain medicine is not working?
- What else can you do to help treat your pain?

Talking About Your Pain

Is it important for your doctors and nurses to constantly ask about your pain?

Yes. This is because pain changes over time or your pain medicine may not be working. Doctors and nurses should ask about your pain regularly.

What do you need to tell your doctor and nurse about your pain?

First, tell them that you have pain, even if they don't ask. Your doctor or nurse may ask you to describe how bad your pain is on a scale of zero to ten with ten being the worst pain. They may use other pain scales that use words, colors, faces, or pictures. Tell them where and when it hurts. Tell them if you can't sleep or do things like dressing or climbing stairs because of the pain. The more they know about your pain the better they can treat it. The following words can be used to describe your pain:

- aching
- bloating
- burning
- cramping
- comes and goes
- dull
- numbing
- sharp
- and others

What can you do when your pain gets worse?

Tell your doctor or nurse. Tell them how bad your pain is or if you're in pain most of the time. Tell the doctor if the pain medicine you're taking is not helping.

Should you include pain medicine on your list of medicines or medication card?

Yes! Even pain medicine that you will take for a short time should be listed with all of your other medicines. List all of your pain medicines-those prescribed by your doctor and those you buy over-the-counter.

Your Care & Safety Is Our Priority

Cape Regional as Your Medical Center

- While admitted to the medical center, talk to your doctor about your care options.
- Ask questions of the healthcare team, including nurses, radiology technologists, dieticians, respiratory therapists, physical therapists, social workers, laboratory staff, and others regarding tests and services.
- Your discharge planning process begins on admission. We encourage you to ask questions about your plan for discharge, follow-up care and discharge instructions.

Ask Questions

- Speak up if you have concerns. It's OK to ask questions and to expect answers you can understand. If you don't understand, ask again.
- Discuss all your questions and concerns regarding your care with your hospitalist.
- Have a relative or someone close to you that will help you ask questions and understand answers.
- Our healthcare team will ask pertinent questions that reflect accuracy and complete information about your health in order to provide you with quality and safe care throughout the medical center.
- Use your "Dear Doctor" tablet as a tool to help remind you of questions that you or your family may have.

Medications

- Keep a list of all medicines you take.
- Tell your doctor and nurse about all the medicine you take, including over-the-counter medicines such as aspirin, ibuprofen, vitamins and herbal supplements.
- Tell us if you have any drug allergies.
- Our healthcare team can provide

you with a brochure and information about what foods or other things to avoid while taking medications.

- If the medication looks different than you expected, ask about it.
- You may request information about your medications from your nurse or from our Pharmacy Department (463.2040).
- Ask questions regarding the medication and its side effects.

Test Results

- Make sure you are told the results of all tests and procedures.
- Ask your doctor or nurse when and how you will receive the results.
- If you receive test results and do not understand, please ask your doctor.

Reporting Your Safety Concerns

If you are aware of an actual or potential safety problem, please do not hesitate to inform your healthcare team, i.e. nurse, doctor, manager, etc. You are not alone; our goal is to keep you safe while you are a patient here at the medical center.

Why do falls happen?

- Person is weak, tired or ill
- Person is not physically fit
- Person may have problems seeing
- Medicines may cause weakness, sleepiness, confusion or dizziness
- Slippery or wet floors or stairs
- Obstructed pathways
- Darkness

How to Reduce Your Risk of Falling

Take care of your health

- Exercise regularly. Exercise builds strength. Prevent dehydration. Dehydration can make it easier to lose your balance.
- Have your eyes checked. Make sure



you do not have any eye problems or need a new prescription.

- Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish, or confused. Ask how to reduce these side effects or if you can take another medicine.

Take extra precautions

- Turn on the lights when you enter a room. Do not walk in the dark.
- Make sure your pathway is clear.
- Use the handrails on staircases.
- Sit in chairs that do not move and have arm rests to help when you sit down and stand up.
- Wear shoes that have firm, flat, nonslip soles. Do not wear shoes that do not have backs on them.
- Replace the rubber tips on canes and walkers when they become worn.

Make small changes to your home

- Install timers, “clap-on” or motion sensors on your lights.
- Use night lights in your bedroom, bathroom and the hallway leading to the bathroom.
- Keep the floor and stairs clear of objects such as books, tools, papers, shoes and clothing.
- Remove small area rugs and throw rugs that can slip. Rubber mats are a good replacement.
- Put frequently used items in easy-to-reach places that do not require using a step stool.
- Make sure your bed is easy to get in and out of.
- Apply nonslip treads on stairs.
- Apply nonslip decals or use a nonslip mat in the bathtub or shower.
- Install grab bars near the toilet and the bathtub or shower.

A home care agency, personal care and support agency, or community program may be able to help make changes to your home if you live alone and need help.

Take extra precautions in the hospital or

nursing home

Many falls occur when patients or residents try to get out of bed either to go to the bathroom or walk around the room by themselves. If you need to get out of bed:

- use your call button to ask for help getting out of bed if you feel unsteady.
- Ask for help going to the bathroom or walking around the room or in hallways.
- Wear nonslip socks or footwear.
- Lower the height of the bed and the side rails.
- Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish or confused. Ask how to reduce these side effects or if you can take another medicine.

Each year, millions of people are injured by falls. People at risk of falling include hospital patients, nursing home residents and those who are recovering from an illness or injury at home. This brochure includes tips and actions you can take to reduce your risk of falling, whether at home or in the medical facility.

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

Surgery

Make sure you understand what will happen if you need surgery. You, your primary care doctor and surgeon should agree on exactly what will be done during the operation. Tell the surgeon, anesthesiologist and nurses if you have allergies or ever had a reaction to anesthesia. Ask the surgeon:

- Who will take charge of my care while I’m in the medical center?
- What are the risks, benefits and any alternatives for this surgery?
- How long will the surgery take?
- What will happen after the surgery?
- How can I expect to feel during recovery?

When You Leave the Medical Center

Your Discharge Begins Today

Ask one of your care providers when you can expect to go home. We also can help you with after-care concerns, signs and symptoms to be aware of, and assistance, if needed, at home.

Transfer and/or Discharge

If you are being transferred to another room, unit or facility, or are being discharged, be sure to retrieve all of your belongings from the room, bedside table, closet, and safe, as applicable.

Financial Planning

While you are a patient here, your admission and medical progress will be monitored to ensure that your hospitalization is appropriate and medically necessary. This practice is required and carried out by federal and state agencies to help contain the rising costs of healthcare.

If you have any questions or concerns about your bill, you may call your account representative in our business office. The representative may be contacted Monday through Friday, 8 a.m. to 4 p.m. at 609.463.2125.

THE CAPE SHINE PATIENT PORTAL



Access your hospital medical records from the comfort and safety of your own home.



CAPE REGIONAL
HEALTH SYSTEM

www.CapeShine.com

- For more information about the Cape Shine Patient Portal or if you have difficulty accessing the portal, please call 609-463-4242 and we will assist you, or email support@capeshine.com.
- You can access the portal by logging in at www.CapeShine.com or on the Medical Center Website at www.CapeRegional.com.



Cape Regional Foundation is a valuable community resource. You, your family and friends benefit from the many services provided by the Health System. The Foundation was established in 1999 and is dedicated to raising private philanthropic support and encouraging community involvement in support of Cape Regional Health System.

Supporting the Foundation is an investment in the healthcare of our community both for today and for years to come. Gifts received through the Foundation help provide many vital services, including:

- Quality healthcare for all patients, including those without financial resources
- New medical equipment to deliver lifesaving state-of-the-art technology
- Services to provide spiritual, emotional and psychological support for patients, families and staff

All gifts to the Cape Regional Foundation are tax deductible as allowed by law. Each and every one of these dollars stays right here at Cape Regional, helping us to make Cape May County a healthier place to live, work and raise a family. The impact of these contributions is enormously important to Cape Regional.

Please call Tom Piratzky, Executive Director, at 609.463.4042 if you would like to discuss a gift to the Foundation.

Rapid Response Team

Cape Regional Medical Center has a 24/7/365 Rapid Response Team. This team is comprised of doctors, nurses, respiratory therapists and other support staff who can be summoned when a patient's condition changes. This team rapidly assesses the needs of the patient and can deliver emergency care right at the bedside. This is one of many initiatives developed to provide the highest quality care to our patients. If you have concerns about your loved one's medical condition, please do not hesitate to speak to his or her nurse.

Suicide Warning Signs and Who to Call for Help



The following signs may mean someone is at risk for suicide. The risk of suicide is greater if a behavior is new or has increased, and if it seems related to a painful event, loss or change. If you or someone you know exhibits any of these signs, seek help as soon as possible.

- Talking about wanting to die or to kill themselves.
- Looking for a way to kill themselves, such as searching online or buying a gun.
- Talking about feeling hopeless or having no reason to live.
- Increasing the use of alcohol or drugs.
- Acting anxious or agitated; behaving recklessly.
- Sleeping too little or too much.
- Withdrawing or isolating themselves.
- Showing rage or talking about seeking revenge.
- Displaying extreme mood swings.

If you need help while in Cape Regional Medical Center, call 609.465.5999; a NJ-certified mental health screener will answer. Tell them why you are calling and your location. The screener will come to you. Please stay with the person until the screener arrives.

For help outside of the hospital, call 609.465.5999 or 1.800.273.8255, National Suicide Prevention Lifeline.

If you are hard of hearing, contact the National Suicide Prevention Lifeline via TTY by dialing 800.799.4889.

If you are hard of hearing and a veteran, service member or any person concerned about one, contact the Veterans Crisis Line by texting the Veterans Crisis Line responder at 838255, or via TTY by dialing 800.799.4889.



Clean Hands Count for Patients

As a patient in a healthcare setting, you are at risk of getting an infection while you are being treated for something else. Patients and their loved ones can play a role in asking and reminding healthcare providers to clean their hands. Your healthcare providers should clean their hands every time they enter your room and when they remove gloves. Wearing gloves alone is not enough to prevent the spread of infection. Clean your own hands and ask those around you to do the same. Don't be afraid to use your voice; it's OK to ask your healthcare provider questions. Ask your loved ones to clean their hands, too.

Your hands can spread germs, too, so protect yourself by cleaning your hands often. Clean your hands before preparing or eating food; before touching your eyes, nose or mouth; before and after changing wound dressings or bandages; after using the restroom; after blowing our nose, coughing or sneezing; after touching hospital surfaces such as bed rails, bedside tables, doorknobs remote controls, or the phone.

HOW TO CLEAN YOUR HANDS WITH AN ALCOHOL-BASED SANITIZER: Put product on hands and rub hands together. Cover all surfaces until hands feel dry. This should take around 20 seconds.

HOW TO CLEAN YOUR HANDS WITH SOAP AND WATER: Wet hands with warm water. Use liquid soap if possible. Apply a nickel- or quarter-sized amount of soap to your hands. Rub your hands together until the soap forms a lather, then rub all over the top of your hands, in between your fingers and the area around and under the fingernails. Continue rubbing your hands for at least 15 seconds. Need a timer? Imagine singing the "Happy Birthday" song twice. Rinse your hands well under running water. Dry your hands using a paper towel if possible. Then use your paper towel to turn off the faucet and to open the door if needed.

Pastoral Care

If you would like to visit the Chapel, it is located near Cape Keepsakes and the east lobby of the medical center. Our interfaith chaplains and pastoral care volunteers offer spiritual and emotional support to you and your family during your hospitalization. Prayer, bibles, and sacramental ministry services are available to you upon request- just ask your nurse or caregiver. Clergy will be guided by your preferences.

Care Management

The Department of Care Management provides completely confidential support to patients and their families for social work, discharge planning, case management and community outreach services. The department helps plan at-home health services, including skilled nursing and rehabilitative therapy, and can help you locate the right medical equipment, referral sources, nursing homes and after-care facilities. They offer supportive counseling to help you and your family with social and emotional concerns related to your illness.

In addition, if you do not have a living will or advance directive, your care management representative can help guide you through the process one step at a time.

The department also is your family's community, including the Division of Youth & Family Services (child abuse neglect), Agencies for Guardianship issues, Ombudsman for Institutionalized Elderly, Adult Protective Services and the Coalition Against Rape and Abuse.

Other professional services are available for special problems. Inside the medical center, call 2160. Outside, call 609.463.2160. Questions or concerns involving the medical center's bioethics committee should be directed here.

WIFI

Access instructions for
Patients & Visitors

1. Connect to the Wireless Network **CapeGuest**. The network is open and there is no password or key required.
2. The Internet Disclaimer page will display on the initial connection. Click the 'I agree' check box, then click 'Submit'.
3. The 'Registration Successful' page will display, and you're free to browse the internet.

Note: Guest registrations are valid for 12-hour increments. To re-register for additional sessions, please follow the steps above.

Cape Keepsakes & Flowers

The medical center's gift shop is located near the east lobby. Visitors may purchase snacks, toiletries, magazines and other items. Hours of operation are subject to change. If you would like to order flowers, we recommend contacting Cape Winds at 609.884.1865.

Food & Beverage

Food and beverage are available in the following areas of the medical center:

The Cape Cafe, located on the ground floor, offers a selection of hot entrees, soups, vegetables, deli grill and pre-made salads, as well as a selection of cookies and desserts from 6:30 a.m. to 6:30 p.m. daily.

Cape KeepSakes offers Grab and Go snacks, pretzels, hot and cold beverages and an assortment of candies. Hours of operation vary.

Vending machines are located in the Emergency Room waiting area, in the east lobby near the chapel and near the Maternity Unit.

Guest food trays are currently not available due to COVID-19 restrictions.

This provider does not keep a kosher kitchen for food preparation and handling, and only assumes responsibility for heating and serving frozen kosher meals, intact. This provider does not accept responsibility for any other items placed on the food service tray. Patients assume the responsibility of ensuring that tray items meet their religious standards of kosher.

Nutrition & Dietary Guidelines

You may be placed on a special diet during your hospitalization. A registered dietitian is available to discuss your nutritional needs. Please check with your caregiver before anyone brings you food or beverages from the cafeteria, vending machines, or home.

Infection Control

Infection control is vital to your speedy recovery. Standard precautions are work practices that protect you and the staff from infectious diseases. They are used with every patient every time contact with blood or body substances may be possible. Infection is prevented by using protective barriers such as gloves, gowns, masks and goggles, along with proper disposal of needles and effective handwashing techniques. Isolation is necessary when a patient has a diagnosed infectious disease. If you are in isolation, be sure your visitors stop at the nurses station for guidance regarding infection-control precautions. Cape Regional's Immunization Program offers flu vaccination from September 1 to February 1, and pneumonia vaccination year-round, for all patients if you would like to receive either vaccination or more information about these vaccines, please ask your caregiver.

Testing

A variety of tests will be performed to enable your physician to diagnose and treat your illness. Some of these exams may require special preparations. Your nurse will give you the appropriate instructions. Be sure to ask your physician what test he or she has planned for you.

Good Oral Hygiene

Maintaining good oral hygiene is one of the most important things you can do for your teeth and gums. Practice the following steps for a bright smile.

1. Brush at least twice a day with a fluoride toothpaste, especially after eating breakfast and before bedtime.
2. Floss every day.
3. Limit the number of times you eat snacks each day.
4. Visit your dentist regularly.

Viruses or Bacteria What's got you sick?

Antibiotics only treat bacterial infections. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

Common Condition: What's got you sick?	Common Cause			Are antibiotics needed?
	Bacteria	Bacteria or Virus	Virus	
Strep throat	✓			Yes
Whooping cough	✓			Yes
Urinary tract infection	✓			Yes
Sinus infection		✓		Maybe
Middle ear infection		✓		Maybe
Bronchitis/chest cold (in otherwise healthy children and adults)*		✓		No
Common cold/runny nose			✓	No
Sore throat (except strep)			✓	No
Flu			✓	No

* In some cases, acute bronchitis is caused by bacteria, but even in these cases antibiotics still do not help.



Antibiotics Aren't Always the Answer

www.cdc.gov/getsmart



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

Nov. 16, 2016
CS2722798

While You are Here

Spokesperson

When you are admitted, your nurse will ask you to designate a spokesperson on your behalf. This is done to protect your privacy. Information regarding your hospitalization will be given only to this person. Your spokesperson then may share this information with others as you wish. This helps in two ways. Only the people you want to know about your condition will be given information. And nurses have more time to devote to their patients. Designated spokespersons may call the nursing units for updates daily between 10 a.m. to noon, and 8:30 p.m. to 9:30 p.m. These hours were selected to work well with shift changes and to provide the most current progress reports on patients' conditions.

Releasing Your Information to the Media & Clergy

Releasing information about your medical condition to the press is governed by strict patient privacy laws and the Freedom of Information Act. Normally, the medical center is limited to releasing the following one-word descriptions: Undetermined, Good, Fair, Poor and Critical. To opt-out of releasing information altogether, simply notify your care team.

The medical center is not permitted to give out any information beyond these one-word descriptions except in special circumstances. Privacy regulations expressly permit medical centers to release your name, location in the medical center, general condition and religion to clergy. If you prefer we do not release this information, just let your caregiver know.

Phone Calls

Patients may receive calls from 7 a.m. to 10 p.m., except in the Critical Care Unit (CCU). Please check with your nurse for calling instructions in these areas. Restrictions are designed to help you get the rest you need. Calls to patient rooms will not be forwarded by the medical center operator during off hours.

Dialing Instructions

To make a local call, dial 9 then the area code, then the number. To make a long-distance call, a collect call, or to charge a call to a third party (credit card or home number), dial 8 + 0+ area code + number, then listen for the prompts.

Cellphones

Cellphone use by patients and visitors is permitted. We request visitors use discretion when speaking on their phone in patient care areas and patient rooms. Photographs are not permitted on the hospital's premises for privacy concerns.

Smoking

Cape Regional Medical Center promotes a smoke-free environment. Patients are not permitted to smoke, including vapor/electronic cigarettes, or use tobacco products while in the medical center, on medical center grounds or in parking lots, in accordance with New Jersey Department of Health regulations. Not being able to smoke while you are in the medical center may be the perfect time to "Kick the Habit." Nicotine patches can be ordered by your physician while you are here to help you not smoke. If you or someone you know needs assistance to stop smoking, contact your healthcare provider or the New Jersey Quit Line at 1.866.NJ.STOPS, or online at njquitline.org. Cape Regional Medical Center has smoking cessation information and classes. Call the Center of Lifestyle Management at 609.463.4043. If you don't smoke, don't start.

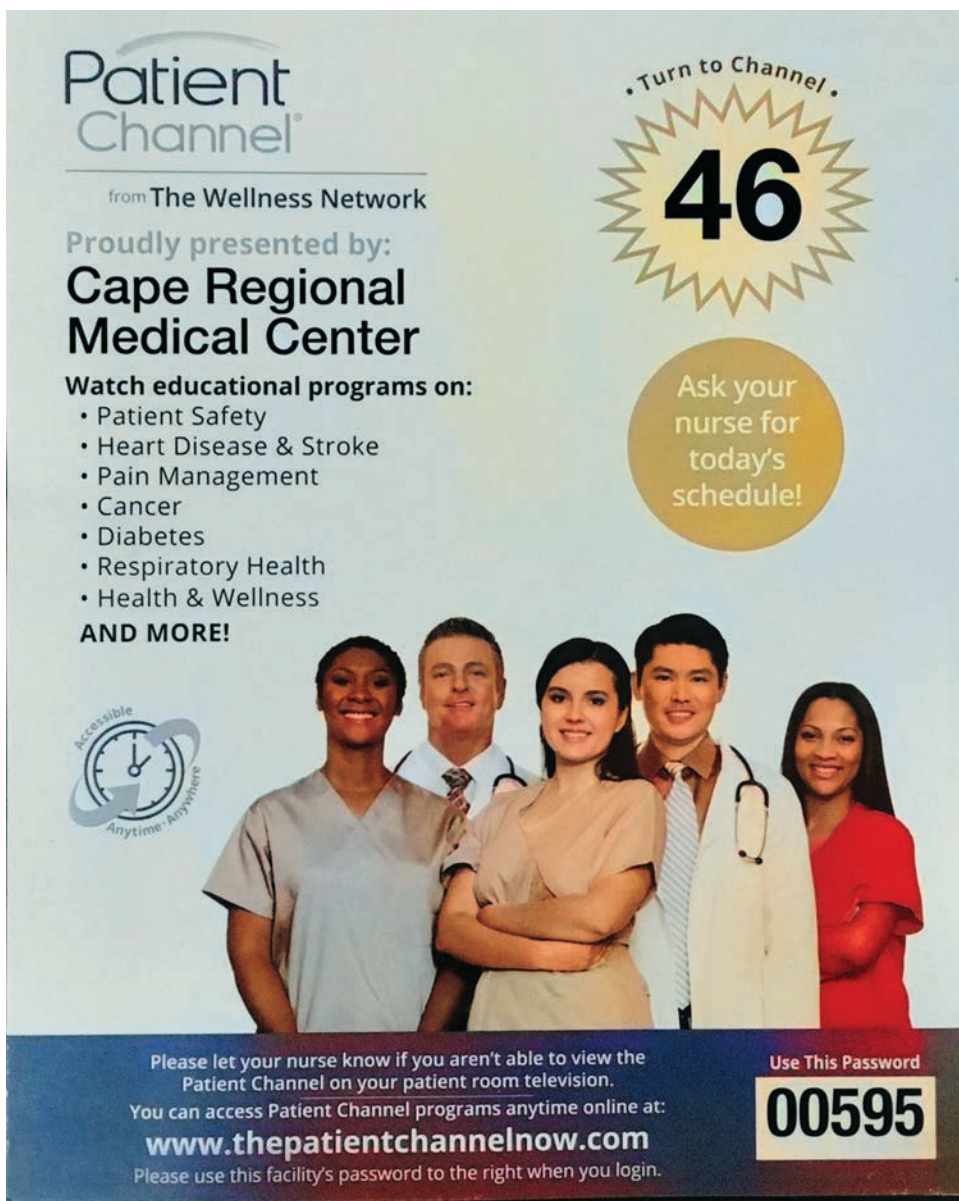
Cape Regional Medical Center Television Channel Listing

3	KYW (CBS)	52	DISNEY
4	WMGM (NBC)	53	NICK
5	WTXF FOX 29	54	TVLAND
6	WPVI (ABC)	55	FOX NEWS
7	WPHL 17	56	CNN
8	COMCAST NETWORK	57	HLN
9	COMMUNITY TV	58	CNBC
10	WCAU (NBC)	59	MSNBC
11	QVC	61	WEATHER CHANNEL
12	WHYY	68	BET
13	PHILLY CW	69	MTV
14	HSN	70	VHI
15	EWTN	72	E!
16	LATINO	74	AMC
17	ION TELEVISION	75	TCM
18	RELIGION	76	HISTORY
19	WMCN	77	CARTOON
24	TELEMUNDO	95	CSPAN
25	WTVE		
28	NBC SPORTS		
29	ESPN		
30	ESPN2		
31	CSN		
32	GOLF		
33	FOX SPORTS		
34	FX		
35	TNT		
36	TBS		
37	USA		
38	BRAVO		
39	SYFY		
40	E!		
41	SPIKE TV		
42	COMEDY CENTRAL		
43	OWN		
44	DSC		
45	ANIMAL PLANET		
46	PATIENT CHANNEL		
47	A&E		
48	LIFETIME		
49	HGTV		
50	FOOD NETWORK		
51	FREEFORM (formerly ABC Family)		



PLEASE ASK!
Complimentary Headphones
are available for your
convenience.

Visit the Patient Channel to learn more!



Patient Channel
from The Wellness Network

Proudly presented by:
Cape Regional Medical Center

Watch educational programs on:

- Patient Safety
- Heart Disease & Stroke
- Pain Management
- Cancer
- Diabetes
- Respiratory Health
- Health & Wellness

AND MORE!

• Turn to Channel •
46

Ask your nurse for today's schedule!

Accessible Anytime Anywhere

Please let your nurse know if you aren't able to view the Patient Channel on your patient room television.
You can access Patient Channel programs anytime online at:
www.thepatientchannelnow.com
Please use this facility's password to the right when you login.

Use This Password
00595

The advertisement features a group of five healthcare professionals (three women and two men) standing together. A large yellow starburst graphic contains the number 46, indicating the channel number. A circular graphic with a clock face and the text 'Accessible Anytime Anywhere' is also present.

Visitor Information

Visiting Hours

Visiting hours and visitor exclusions may change without notice.

For the most up-to-date visitor policy, please visit our website at www.caperegional.com/for-visitors

All visitors must enter through the South Lobby and wear a single use surgical mask covering both nose and mouth at all times.

Visiting hours are designed to improve the health and respect the privacy of patients. We ask that you keep in mind that only two visitors are allowed in the patient's room at one time. For everyone's good health, smoking is not permitted anywhere in the medical center. For sanitary reasons, visitors also are asked not to use the patient's restroom facilities. Please ask at the nurses station for the nearest facility. Please remember we are a healing environment. Please speak softly so our patients can receive the rest they deserve.

QUIET Time, All the Time: Healing in Progress

Dear Guest,

At Cape Regional Medical Center, we understand how important rest and sleep are for our patients' healing process. Although hospitals can be noisy places and patient care is 24 hours a day, a quiet environment is always encouraged. At Cape Regional, we are always trying to improve our patients' experience.

Please support us in our efforts to create a healthy, healing environment for your friends and loved ones. We remind everyone to speak softly; turn your cell phones to vibrate or lower the volume; be mindful of other patients who may be resting; and report any unnecessary noise to one of our team members. During Quiet Time, lights will be dimmed and the TV's volume lowered; we do provide ear plugs and headsets upon request for our patients.

On behalf of the entire Cape Regional Team, thank you for allowing us to care for your loved one. If you have any questions or concerns during your visit, do not hesitate to speak with a team member or the Director of Patient Experience at 609.463.2289.

Sincerely,

The Cape Regional Team