Our Patients Are Important
We want to improve, and you can help.

You may receive a survey asking you about your visit.
Please complete the survey.
We will use your feedback to make improvements.

EXCELLENT MEDICINE.
EXCELLENT CARE.

PATIENT WELCOME BOOK
Whether you are a patient or a visitor, our commitment at University Hospital is to provide you with top quality healthcare delivered by compassionate, highly skilled professionals using the finest in medical technology.

Thank you for entrusting us with your care.

Please let us know what we can do to make your stay with us as positive, pleasant and comfortable as possible.

John N. Kastanis, MBA, FACHE

PRESIDENT AND CEO
ABOUT UNIVERSITY HOSPITAL

University Hospital is an academic medical center affiliated with Rutgers New Jersey Medical School with 519 licensed beds, an active medical staff of more than 600 and more than 3,100 employees. We are a regional resource for advanced care in a wide range of medical specialties. We are home to northern New Jersey’s Level I Trauma Center and to specialty programs such as the Center for Liver Diseases, the Comprehensive Stroke Center and Rutgers Cancer Institute of New Jersey at University Hospital.

At University Hospital, we strive for an inclusive health care environment where patients, visitors and employees are welcomed and afforded the same treatment regardless of race, color, age, religion, national origin, ethnicity, culture, language, sex, gender identity or expression, sexual orientation, disability, diagnosis, ability to pay, or source of payment. We not only value diversity, but we are also committed to inclusivity— the practice of engaging our diversity in decision-making that affects the health and well-being of our communities.

Directions
The campus is easily accessible from major highways or by public transportation:

From Garden State Parkway (North or South)
Take Exit 145 to I-280 East. On 280 East, stay in three left lanes and take Exit 13 for Newark/First Street. Make right at exit ramp onto First Street. First Street turns into Bergen Street and the Hospital/Doctors Office Center/ Ambulatory Care Center will be ahead on left. Turn left onto Hospital campus and bear left for Parking Garage.

From New Jersey Turnpike (North or South)
Take Exit 15W to I-280 West. On 280 West, exit at Orange/6th Street. Make right at exit ramp onto Orange Street. At the first light, make a right onto First Street. First Street turns into Bergen Street and the Hospital/Doctors Office Center/Ambulatory Care Center will be ahead on left. Turn left onto Hospital campus and bear left for Parking Garage.

From I-78 (East or West)
Take Exit 56 (Elizabeth Avenue) Turn left at Elizabeth Avenue, then turn left onto West Bigelow Street. Go about three-tenths of a mile and turn right onto Bergen Street. Continue for about 1.5 miles to South Orange Avenue. Proceed to the Hospital/Doctors Office Center/Ambulatory Care Center on the right. Make second right onto Hospital campus and bear left for the Parking Garage.

From New York City
Take the George Washington Bridge or the Lincoln Tunnel to the New Jersey Turnpike south. Follow directions above.

Take the Holland Tunnel to the NJ Turnpike (Exit 14) to I-78 West, and follow the directions above.

Using Public Transit
NJ Transit, PATH and Amtrak trains and NJ Transit buses serve Penn Station in downtown Newark, about two miles from the Hospital. In addition, NJ Transit serves Newark Broad Street Station, about 1.5 miles from the hospital. The #31 and #34 buses stop at the campus. Taxi service is available to and from Penn Station, Broad Street Station and Newark International Airport.

Parking
University Hospital is located adjacent to the Rutgers Biomedical and Health Sciences Newark campus. Valet parking is available at the main entrance to the hospital. Two parking garages are available. Parking garage P2 is adjacent to the Ambulatory Care Center (ACC). Parking garage P3 is immediately adjacent to the Doctors Office Center (DOC).

High top vehicles cannot be accommodated in the garage. If you are arriving in a van or any vehicle that exceeds the maximum height to enter the parking garage, please use valet parking service at the main entrance of the hospital. Designated handicapped parking spaces are located near the main entrance of the hospital. A handicapped parking permit is required and must be displayed at all times.
University Hospital has the responsibility to ensure that its patients retain their right of independence in expression, decisions, actions and personal identity. The Hospital shall not discriminate on the basis of race, color, age, religion, national origin, ethnicity, culture, language, sex, gender identity or expression, sexual orientation, disability, diagnosis, ability to pay, or source of payment. In return, University Hospital has the right to expect reasonable and responsible behavior from its patients and their families and friends.

**PATIENT RIGHTS & RESPONSIBILITIES**

1. To receive the care and health services that the hospital is required to provide under state law (N.J.S.A. 26:1-1 et seq.) and rules adopted by the NJ Department of Health and Senior Services to implement this law;

2. To treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay, or source of payment;

3. To retain and exercise to the fullest extent possible all the constitutional, civil, and legal rights to which the patient is entitled by law;

4. To be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient. These people shall identify themselves by introduction or by wearing a name tag;

5. To receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital’s health care personnel;

6. To receive from the patient’s physician(s) or clinical practitioner(s) — in terms that the patient understands — an explanation of his or her complete medical condition, recommended treatment, risk(s) of the treatment, expected results and reasonable medical alternatives. If this information would be detrimental to the patient’s health, or if the patient is not capable of understanding the information, the explanation shall be provided to his or her next of kin or guardian and documented in the patient’s medical record;

7. To give informed, written consent prior to the start of specified nonemergency procedures or treatments only after a physician or clinical practitioner has explained — in terms that the patient understands — specific details about the recommended procedure or treatment, the risks involved, the possible duration of incapacitation, and any reasonable medical alternatives for care and treatment. The procedures requiring informed, written consent shall be specified in the hospital’s policies and procedures. If the patient is incapable of giving informed, written consent, consent shall be sought from the patient’s next of kin or guardian or through an Advance Directive, to the extent authorized by law. If the patient does not give written consent, a physician or clinical practitioner shall enter an explanation in the patient’s medical record;

8. To refuse medication and treatment to the extent permitted by law and to be informed of the medical consequences of this act;

9. To be included in experimental research only when he or she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with law and regulation. The patient may refuse to participate in

**AS A PATIENT, YOU HAVE THE RIGHT:**
PATIENT RIGHTS & RESPONSIBILITIES

experimental research, including the investigations of new drugs and medical devices;

10. To be informed if the hospital has authorized other health care and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and may refuse to allow their participation in the patient's treatment;

11. To be informed of the hospital’s policies and procedures regarding life-saving methods and the use or withdrawal of life-support mechanisms. Such policies and procedures shall be made available promptly in written format to the patient, his or her family or guardian, and to the public, upon request;

12. To be informed by the attending physician and other providers of health care services about any continuing health care requirements after the patient’s discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge;

13. To receive sufficient time before discharge to have arrangements made for health care needs after hospitalization;

14. To be informed by the hospital about any discharge appeal process to which the patient is entitled by law;

15. To be transferred to another facility only for one of the following reasons, with the reason recorded in the patient’s medical record, unless the transfer is requested by the patient, or by the patient’s next of kin or guardian when the patient is mentally incapacitated or incompetent:

i. The transfer is requested by the patient, or by the patient’s next of kin or guardian when the patient is mentally incapacitated or incompetent;

16. To receive from a physician an explanation of the reasons for transferring the patient to another facility, information about alternatives to the transfer, verification of acceptance from the receiving facility, and assurance that the movement associated with the transfer will not subject the patient to substantial, unnecessary risk of deterioration of his or her medical condition. This explanation of the transfer shall be given in advance to the patient, and/or to the patient’s next of kin or guardian except in a life-threatening situation where immediate transfer is necessary;

17. To be treated with courtesy, consideration, and respect for the patient’s dignity and individuality;

18. To freedom from physical and mental abuse;

19. To freedom from restraints, unless they are authorized by a physician for a limited period of time to protect the patient or others from injury;

20. To have physical privacy during medical treatment and personal hygiene functions, such as bathing and using the toilet, unless the patient needs assistance for his or her own safety. The patient’s privacy shall also be respected during other health care procedures and when hospital personnel are discussing the patient;

21. To confidential treatment of information about the patient. Information in the patient’s records shall not be released to anyone outside the hospital without the patient’s approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, a medical peer review, or the New Jersey State Department of Health (DOH). The hospital may release data about the patient for studies containing aggregated statistics when the patient’s identity is masked;

22. To receive a copy of the hospital payment rates, regardless of source of payment. Upon request, the patient or responsible party shall be provided with an itemized bill and an explanation of the charges if there are further questions. The patient or responsible party has a right to appeal the charges. The hospital shall provide the patient or responsible party with an explanation of procedures to follow in making such an appeal;

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

i. The partner in a civil union of a patient, and/or the domestic partner of a patient, shall have the same visitation privileges as if the visitor were the patient’s spouse;

ii. A facility shall not require a patient or the patient’s civil union partner or domestic partner to produce proof of that partnership status as a condition of affording visitation privileges, unless the facility in similar situations requires married patients or their spouses to produce proof of marital status;

iii. Visitation privileges shall not be denied or abridged on the basis of race, creed, color, national origin, ancestry, age, marital status, affectional or sexual orientation, familial status, disability, nationality, sex, gender identity or expression or source of lawful income;

iv. Visitation may be restricted in medically appropriate circumstances or based on the clinical decision of a health care professional charged with the patient’s care;

24. To have prompt access to the information contained in the patient’s medical record, unless a physician prohibits such access as detrimental to the patient’s health, and explains the reason in the medical record. In that instance, the patient’s next of kin or guardian shall have a right to see the record. This right continues after the patient is discharged from the hospital for as long as the hospital has a copy of the record;

25. To obtain a copy of the patient’s medical record, at a reasonable fee, within 30 days of a written request to the hospital. If access by the patient is medically contraindicated (as documented by a physician in the patient’s medical record), the medical record shall be made available to a legally authorized representative of the patient or the patient’s physician;

26. To have access to individual storage space in the patient’s room for the patient’s private use. If the patient is unable to assume responsibility for his or her personal items, there shall be a system in place to safeguard the patient’s personal property until the patient or next of kin is able to assume responsibility for these items;

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

28. To present his or her grievances to the hospital staff member designated by the hospital to respond to questions or grievances about patient rights and to receive an answer to those grievances within a reasonable
PATIENT RIGHTS & RESPONSIBILITIES

period of time. The hospital is required to provide each patient or guardian with the names, addresses, and telephone numbers of the government agencies to which the patient can complain and ask questions, including the New Jersey DOH Complaint Hotline at 1-800-792-9770. This information shall also be posted conspicuously in public places throughout the hospital;

29. To be assisted in obtaining public assistance and the private health care benefits to which the patient may be entitled. This includes being advised that they are indigent or lack the ability to pay and that they may be eligible for coverage, and receiving the information and other assistance needed to qualify and file for benefits or reimbursement;

30. To contract directly with a New Jersey licensed registered professional nurse of the patient’s choosing for private professional nursing care during his or her hospitalization. A registered professional nurse so contracted shall adhere to hospital policies and procedures in regard to treatment protocols, and policies and procedures so long as these requirements are the same for private duty and regularly employed nurses. The hospital, upon request, shall provide the patient or designee with a list of local non-profit professional nurses association registries that refer nurses for private professional nursing care; and

31. To expect and receive appropriate assessment, management and treatment of pain as an integral component of that person’s care, in accordance with state law (N.J.A.C. 8:43E-6).

You may contact the following if you have any questions or complaints:

- The University Hospital Patient Representative, located in Patient Relations, University Hospital, 150 Bergen Street, room C242, Newark, New Jersey 07101. Phone: (973) 972-6410.
- The Joint Commission. Email complaint@jointcommission.org; Office of Quality and Patient Safety, One Renaissance Blvd, Oakbrook Terrace, Ill. 60181. (800) 994-6610.

The Patient Bill of Rights is available in English; Spanish/Español; Brazilian Portuguese/Português do Brasil; Haitian Creole/Kreyòl Ayisyen; French/ Français; Arabic/ العربية; Portuguese/Português; Polish/ Polskie; Mandarin/普通话; Russian/Русский.

You have further rights regarding your health information, which are addressed in University Hospital’s Notice of Privacy Practices. A copy of the notice may be obtained at the hospital’s Patient Relations Office.

PATIENT RESPONSIBILITIES

As a patient, it is your responsibility to:

- Show respect and consideration towards the hospital’s staff and property as well as other patients and property. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Provide complete and accurate information about your current and past illnesses, hospitalizations, medications and treatments.
- Provide insurance information and advise the hospital if you require assistance to qualify for benefits to pay for hospital charges. You are responsible for prompt payment of charges.
- Follow instructions as directed by your healthcare team. You are responsible for outcomes if you do not follow treatment instructions.
- Provide a copy of your Advanced Directive if you have one, or ask a member of your healthcare team for more information regarding this important document.
- Ask questions when you do not understand your care, recommended treatments, risks, or any other information being communicated to you.
- Speak up about any questions or concerns you may have regarding your safety.
- Comply with the hospital’s no smoking policy. All buildings and sidewalks on our campus, including the hospital and parking garages are tobacco-free.

NOTICE OF PRIVACY

When you are admitted to the hospital, you will be given a copy of the hospital’s Notice of Privacy Practices, which identifies your rights to privacy and the ways in which the hospital works to protect your privacy. If you object to having your name in the hospital’s patient directory, or if you would like to limit or restrict communications with persons involved in your care or payment of services, it is your responsibility to inform hospital personnel of that decision. You may make or rescind this decision at any point in your hospital stay.
What is an Advance Directive?
An Advance Directive is a document that allows you to direct healthcare decisions, for the future (in advance) or designate a person (proxy) who will make health care decisions for you if you become permanently unable to decide for yourself.

The Advance Directive forms let you choose a health care agent (sometimes called a “proxy”). This is a person who can make medical decisions for you if you are too sick to make them for yourself. This person should be a family member or friend who:

- is at least 18 years old
- knows you well
- can be there for you when you need them
- you trust to do what’s best for you
- can tell your doctors about the decisions you make on the Advance Directive form

The Advance Directive forms also let you make your own health care choices and choose the kind of health care you want. This way, those who care for you will not have to guess what you want if you are too sick to tell them yourself.

The Advance Directive forms must be signed by you and two witnesses and are legal documents. You should bring your Advance Directive forms with you each time you visit the hospital. A copy will be made part of your permanent record.

All adults should have an Advance Directive, regardless of their health status. Social Work Services at University Hospital will help you complete these forms, if you choose to create one.

What is a POLST?
A POLST (Physician Orders for Life-Sustaining Treatment) is a form that you and your doctor do together. It is an actual medical order and becomes a part of your medical record.

The POLST form helps give seriously ill or frail patients more control over their end-of-life care. This form specifies the type of medical treatment that a patient wishes to receive towards the end of life. The POLST form can prevent unwanted treatment and help make sure the patient’s wishes are honored.

What are some treatments that I can make a decision about?
These are some treatments that you might want to accept or reject:

- Cardiac resuscitation or CPR. This may involve:
  - Pressing hard on your chest to keep your blood pumping
  - Electrical shocks to jump start your heart
  - Medicines in your veins
- The use of a respirator or breathing machine
  - The machine pumps air into your lungs and breathes for you.
- You are not able to talk when you are on the machine.
- Artificial nutrition or tube feeding
  - A tube is used to feed you if you cannot swallow.
  - The tube is placed down your throat into your stomach.
  - It can also be placed by surgery.
  - This is reversible procedure (it can be undone).
- Dialysis
  - A machine that cleans your blood if your kidneys stop working
- Blood Transfusions
  - To put blood into your veins
- Surgery
- Medicines

Do I need an Advance Directive or a POLST to be admitted to the hospital?
No. These are documents you can choose to have or not have. Also, your insurance company will not deny coverage or treatment based on whether or not you have these forms.

How can I get more information about an Advance Directive or a POLST form?
Advance Directive and POLST forms are available from the following departments:

Social Work Services (973-972-5842)
Palliative Care Team (973-972-0147 or 973-972-5852)

Why is it important for me to have an Advance Directive or a POLST form?
Everyone responsible for your care must follow the wishes you wrote in your Advance Directive form or POLST form. No one can make changes without your permission.

If you become unable to make decisions for yourself and you do not have an Advance Directive or a POLST form, we will not know your true wishes. Your close family members will be asked to make those medical decisions for you.

FOR BOTH AN ADVANCE DIRECTIVE AND A POLST...
PATIENT RIGHTS & RESPONSIBILITIES

BLOODLESS SURGERY
University Hospital provides the option of bloodless surgery to all patients who wish to avoid the use of blood transfusions during surgical procedures. Our team of physicians, nurses and other health professionals provides care across the full spectrum of services, utilizing the latest bloodless techniques for a wide range of elective and emergency procedures. The team is committed to the concept of bloodless surgery and medicine and will honor the wishes of patients requesting this type of treatment. The option of bloodless surgery should be discussed with the individual physician who will be performing the procedure so the appropriate education and preparation can be provided.

PREPARING TO ARRIVE

ADMITTING OFFICE
When being admitted to University Hospital, the Admitting Office will be your first stop. The Admitting Office is located just off the Main Lobby of the hospital. Please bring valid identification, all necessary insurance and medical coverage information with you, including any referral forms. Your admission may be delayed if this information is not provided.

During your admission process, a Patient Access Representative will greet you, answer your non-clinical questions, verify certain information, obtain signatures, contact your insurance company to make sure you are preapproved, and assist you in every aspect of the registration process. Additional forms may be required which will be discussed by your physician. This information is kept confidential.

If you have any questions, please feel free to call the Admitting Office 24 hours a day, 7 days a week at (973) 972-4044 or (973) 972-4045.

MYCHART
MyChart is a free service that offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With MyChart, you can use the Internet to:
- Request medical appointments
- View your health summary from the MyChart electronic health record
- View test results

Patients who wish to participate will be issued a MyChart activation code during their clinic visit, or after an inpatient hospitalization. This code will enable you to login and create your own user ID and password. If you were not issued an activation code, please see a member of your care team on your next visit to the hospital or clinic. You may also email us at mycharthelp@uhnj.org. Please make sure to include your name, question and contact information including phone number in the body of your email.

FINANCIAL SCREENING
Most insurance plans require approval for hospitalization prior to admission. The Financial Counseling Unit will determine the extent of benefits available through your policy regarding your hospital stay. This is not a guarantee that your insurance carrier will actually pay the bill. Charges and fees not paid by insurance will be your responsibility. However, the Financial Counseling Unit will assist you in every aspect of securing payment for the hospital bill, including requesting pertinent forms, medical information and signatures.

If you are not insured or your policy does not provide 100 percent coverage, a Financial Assistance Advisor will ask you about your family size, income, and other related financial matters to evaluate your eligibility for government-sponsored programs that may pay for hospital services. Our patients are also counseled on and assisted with eligibility requirements for the New Jersey Hospital Care Assistance Program (also known as Charity Care).
PREPARING TO ARRIVE

Please note that you will be billed separately by University Hospital and by your physician. Hospital Financial Assistance Advisors will help assist you in making arrangements for payment of the hospital bill. For assistance in paying your physician’s bill, you may contact University Physician Associates of New Jersey, Inc. (UPA) at 800-424-7782.

Financial Counseling Office Hours and Location:
Ambulatory Care Center-ACC, 140 Bergen Street D-Level, Room D-1650
Appointments Only, call 973-972-8300
Monday – Friday; 8 am - 4 pm
Payment options include cash, check, money order, and credit cards (Visa, MasterCard, American Express, and Discover)

Contact Us, We Can Help
For concerns with the Financial Counseling Department, contact the:
Manager, 973-972-7772
Supervisor, 973-972-7774
For assistance with applying for Medicaid (Mothers and Newborns), contact Essex County Onsite Medicaid Worker, 973-972-4046
If you require information about Social Security Administration applications (S.S.I./S.S.D.), contact Change Healthcare, 973-972-7071

PRE-ADMISSION TESTING
Pre-admission tests are typically required before being admitted to the hospital. Some tests may even require a prescription from your doctor. If you were given any prescriptions, please bring these with you on the day of your pre-admission testing appointment.

You should bring a list of your medications, your primary physician’s name and phone number, your insurance information, a photo identification and your advance directive, if you have one. Also, if you are seeing a specialist such as a cardiologist or endocrinologist, you should bring this doctor’s information as well. If you have any questions regarding the pre-admission testing process, please call (973) 972-2999.

VALUABLES
As a patient, you will need to bring only a few personal items. These should be limited to a toothbrush and toothpaste, comb and brush, shaving kit, nightgown or pajamas, robe, and slippers. You are urged to leave all valuables and cash at home. If you have small valuables, you should deposit them in the hospital safe. The hospital is not responsible for any valuables kept with you.

YOUR STAY WITH US

MEALS
Patient meals are specially prepared by our Food and Nutrition staff. All patients receive a nutritional screening and your nutritional care will be planned with you by a clinical staff member. Menu selections in both English and Spanish will be made available to you on a daily basis. Kosher and Halal meals are available upon request.

Our kitchen is open from 7 am to 7 pm. Menus are provided each day with your breakfast meal so that you can select your meals for the day. Our Diet Control Assistants will then retrieve your menu and assist you with completing your menu, if needed. Should you have a special or restricted diet, one of our Registered Dietitians/Nutritionists will visit you to provide nutrition education.

Meal service begins at the following hours:
Breakfast: 7 am
Lunch: 11 am
Dinner: 4 pm
Please note that meal delivery times vary depending on your location and if any tests have been ordered for you. Please let us know if you would like a snack between meals.

Gourmet meals are available for a fee as a special gift to patients. For additional information or to place an order for gourmet meals, please feel free to contact the Department of Food and Nutrition Services at (973) 972-2613.

CAFETERIA
Visitors to University Hospital are invited to use the Garden Cafe (Cafeteria) on the B-level of the hospital. The Cafe serves a variety of hot and cold foods daily, from 6:30 am to 7 pm and on weekends and holidays, from 6:30 am to 2 pm.

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<td>Breakfast</td>
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<td>Lunch</td>
<td>11 am – 3:30 pm</td>
<td>11 am – 2 pm</td>
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<tr>
<td>Dinner</td>
<td>4 pm – 7 pm</td>
<td>Closed</td>
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Vending machines and microwaves are available at all times; other dining options are available in the B-level dining area from 6 am to 11 pm, and weekends from 7 am to 10 pm.
YOUR VISITORS

Visitors are an important part of the recovery process for our patients and we encourage visits by friends and family whenever appropriate. University Hospital does not limit visitation privileges on the basis of race, color, age, religion, national origin, ethnicity, culture, language, sex, gender identity or expression, sexual orientation, disability, diagnosis, ability to pay, or source of payment. The following are our visiting hours:

VISITING HOURS

General visiting hours are from 8 am to 10 pm.

Psychiatric Unit (G-Yellow) visiting hours are as follows:
- Monday, Wednesday, Friday from 5 pm to 6 pm
- Tuesday and Thursday from 12 pm to 1 pm
- Weekends & Holidays from 12 pm to 1 pm and 5 pm to 6 pm

GENERAL VISITING GUIDELINES

Two adult visitors are permitted for each patient. Parents have unlimited visiting for pediatrics; one family member may stay overnight.

The safety, comfort and care of our patients sometimes call for limitations on visiting hours and the number and ages of visitors. Examples of these circumstances may include:
- Unit-specific visitation guidelines, as outlined above
- The patient or patient’s roommate needs rest or privacy
- Infection-control issues
- Visitation may interfere with the care of the patient or other patients
- Visitors engage in disruptive behavior

Visiting is individualized for each patient. In the event of a critical situation, the primary/charge nurse will determine the number of visitors that can remain at the bedside. In addition, the patient may restrict visitors. When the patient is unable to speak for themselves, the designated health care proxy or next-of-kin may restrict visitors.

Information on visiting hours can be obtained at the Information Desk located in the Main Lobby, or by calling the Patient Information Department at (973) 972-4040. The nurse manager of the unit should be consulted about special requests.

CELL PHONES

Cell phones may be used; however, hospital policy and federal confidentiality laws prohibit the use of cell phones to take pictures of patients or staff or to record conversations. The hospital is not responsible for lost or missing cell phones or other devices.

ENVIRONMENTAL SERVICES (Housekeeping)

We are committed to providing you with a safe and clean environment. Each day, a member of our Environmental Services team will clean and sanitize your room. If you have any questions or there is anything we can do to make your room more comfortable, please ask your nurse to contact us.

IDENTIFYING YOUR CAREGIVERS

At University Hospital, we have a highly trained staff of healthcare professionals working together to provide you quality care. This is a guide to help you clearly identify staff members you may see throughout your stay.

- CLERICAL STAFF
- DIETARY
- ENVIRONMENTAL SERVICES
- NURSING ASSISTANT
- PATIENT SITTER
- PHYSICAL PLANT
- PHYSICIANS / RESIDENTS
- REGISTERED NURSE
- MEDICAL STUDENTS
- TECHS
- THERAPISTS
- TRANSPORT
GUEST RELATIONS
University Hospital has established a Guest Relations office, located in the lobby, to provide for the non-clinical needs of our patients, their loved ones and friends. These services include arranging hotel accommodations and transportation; recommending restaurants and local places of worship; and providing business services, such as faxes, emails, notary services and information research.

GIFT SHOP
The Gift Shop is located off of the main lobby on C-level. Toiletries, magazines, cards, flowers, candy and a variety of gift items are available. Hours of operation are 8 am to 7 pm, Monday through Friday, and 9 am to 7 pm on Saturdays and Sundays. The Gift Shop is happy to make deliveries of gifts and other items directly to your loved one’s room.

MAIL AND FLOWER DELIVERY
Letters, packages and flowers addressed to you will be delivered to your room. Unfortunately, latex balloons are not permitted in the hospital. The hospital’s address is 150 Bergen Street, Newark, NJ 07101.

TELEPHONE AND TELEVISION SERVICES
University Hospital is happy to provide you with complimentary television and local telephone services. Devices for the hearing-impaired are available upon request. The speaker for your television is located in the remote attached to your bed. In consideration of other patients, please keep the volume low.

COMPLIMENTARY WIFI INTERNET SERVICES
We offer free wireless Internet access for all hospital guests. No password is needed to access our wireless network:
• On your mobile device, search for the UHGuest wireless network
• Select the UHGuest wireless network
• Accept the terms and conditions
• Your device will now be connected to the Internet

ATM
The hospital has two ATM machines for your convenience. One is located on C-level near the vending machines, adjacent to the Emergency Department waiting area. The other machine is located in the cafeteria on B-level of the hospital.

LANGUAGE NEEDS / INTERPRETER SERVICES
Language interpreting services are available to our patients and their caregivers at no charge. Interpreting services are available via video, phone and in person. Please let any member of our staff know if you need these services. Available services include:
• Employees who are professional medical interpreters, including American Sign Language interpreters
• Employees who have been credentialed to supplement staff interpreters
• Professional agency medical interpreters, including American Sign Language interpreters
• 24/7 interpreting services available by video in over 25 languages, including American Sign Language
• 24/7 interpreting services available by telephone in over 250 languages
• Translated written information

BIOETHICS COMMITTEE
The University Hospital Bioethics Committee, sometimes called an Ethics Committee, is a group of doctors, nurses, clergy, social workers, bioethicists, hospital management and community members. The Bioethics Committee provides patients and family members with support when people involved in the patient’s care have different understandings of what may be the right thing to do.

The Bioethics Committee provides a free consultation service to help you and your loved ones if you are uncertain or confused about what course of action to take. This is called a bioethics consultation. This consultation is meant to support, not replace, regular lines of communication with the health care team.

A bioethics consultation can be made at any time you feel you need support. The following are some examples of when it may be helpful to request a consultation:
• Who should make health care decisions for the patient when they are unable to communicate or decide for themselves?
• What should a patient do if they are unable to understand what caregivers are saying about the need for tests or treatment?
• What should family members do when they disagree or are uncertain about “what is best” for the patient?
• When should life-prolonging treatments (such as breathing machines or feeding tubes) be started, continued or stopped?

A request can be made by the patient, family member or health care surrogate. Requests can also be made by any nurse, physician or professional caregiver. A bioethics consultation is available at any time, and is free of charge. We respond to consultation requests as soon as possible. To obtain a bioethics consultation, please call: (973) 972-2400.
**SUPPORTING OUR PATIENTS AND FAMILIES**

**LGBTQ**

Our health providers and support staff are committed to ensuring that all patients who come to University Hospital enjoy equal access to high quality, comprehensive medical care with sensitivity and compassion in a confidential setting, regardless of sexual expression or gender identity. We seek a thorough understanding of every individual patient to fully appreciate their personal experience of gender non-conformity.

To meets the needs of our LGBTQ patients and their loved ones:

- University Hospital has a designated LGBTQ Ombudsman available to help meet your needs or as a contact for any issues you encounter.
- The Ombudsman can be reached Monday-Friday, between 8 am and 5 pm, at 973-972-6410.
- University Hospital will use your preferred pronoun.
- Your visitors will enjoy the same visitation rights as all of our patients.

University Hospital has a gender neutral bathroom on each floor that can be identified by this sign. These bathrooms are located in the “Yellow” section hallways of the hospital. The room numbers for each floor are:

- A-227
- B-265
- C-240
- D-256
- E-257
- F-257
- G-257
- H-252
- I-259

If you have difficulty finding these, please ask a UH staff member for assistance.

**PAIN MANAGEMENT**

The purpose of this section is to help you understand pain and how to manage it.

Pain can affect you in many ways, such as keeping you from being active, sleeping well, enjoying family and friends, healing, and even from eating. Pain can be caused by injury, illness, sickness, disease or surgery.

Your healthcare team at University Hospital will work with you to keep you as comfortable as possible during your hospitalization.

- **As a patient you should expect hospital staff to:**
  - Ask about your pain regularly and reference the pain scale below.
  - Give you information about pain management.
  - Give you resources on other ways to manage your pain, for example how emotional or spiritual support, hobbies, or social support can help.
- **We ask that you, as a patient, will:**
  - Tell us that you have pain, particularly pain that gets worse - this is not complaining, just explaining.
  - Tell us what makes your pain better or worse.
  - Know what medications you are taking and how you are taking them.
  - Be actively involved in decisions about how to manage your pain.
  - Describe your pain, using words such as: Pain that Comes and Goes, Pressure, Burning, Cramping, Constant Shooting, Soreness, Dull Stabbing.
- **Facts about your pain:**
  - Addiction to pain medications is possible and that is why we will be very careful in how we prescribe them.
  - Your pain should be managed; however, it is not possible to eliminate all pain.
  - Doctors and nurses are trained to assess and manage pain.

Our goal is to work with you to manage your pain, let us know how we can help!
PALLIATIVE CARE

Palliative care is specialized medical care for people with serious illnesses. This type of care is focused on providing patients with relief from the symptoms, pain and stress of a serious illness — whatever the diagnosis. The goal is to improve quality of life for both the patient and family. Palliative care is provided by a team of specialists who work with a patient’s other doctors to provide an extra layer of support. Palliative care is appropriate at any age and at any stage in a serious illness, and can be provided together with curative treatment.

Ask your physician or nurse about these services, or call the Palliative Care Team at (973) 972-0147 or (973) 972-5852.

ORGAN AND TISSUE DONATION

University Hospital supports the concept of voluntary donation of organ and tissue either by prior gift by an individual or by a subsequent gift by the family. By law, University Hospital must report all deaths to the New Jersey Organ & Tissue Sharing Network. The Sharing Network is a federally designated, non-profit agency whose sole purpose is to save lives through the recovery of donor organs and tissue for transplantation.

In compliance with State and/or Federal laws, patients and family members of a patient who meet criteria for organ donation shall be provided the option of donation. Ask your nurse or call the Social Work Services Department at (973) 972-5842 if you are interested in learning more about organ donation and the Sharing Network.

SPIRITUAL CARE

University Hospital considers spiritual care a part of your holistic treatment. We are now able to provide professional chaplaincy and/or religious support for you in the following ways:

Professional Chaplaincy

University Hospital has a Manager of Chaplaincy Services who serves as a spiritual care specialist. The Manager has a depth of expertise addressing spiritual “stress-points,” facilitating difficult conversations, and walking with you through your medical journey. As an integral member of your health care team, the Manager is able to contribute uniquely to your well-being, and also that of your family and health care team.

Religious Support Services

For the following services, you may call UH Chaplaincy Services directly at 973-972-1943 (please leave a message if prompted). You may also email us at chaplain@uhnj.org.

1. PrayerCare is a service provided by our spiritual care volunteers to offer you the comfort of non-denominational prayer during your stay at University Hospital. Your prayer request will be prayed over daily, and you will also receive a special PrayerCare visit when our spiritual care volunteers are on site (usually once a week).
2. Local community clergy members also visit University Hospital frequently. If you already have a connection to a local religious institution, please let them know that you are here. The Staff Chaplain can assist you in re-connecting if you have lost touch with your faith community.

University Hospital works closely with the Archdiocese of Newark to provide sacramental care for our Catholic patients during times of need. Anointing of the sick is available by request. Please start by coordinating this request with your nurse.

Religious resources, such as scripture and multi-faith prayer books, are available upon request.

University Hospital Interfaith Chapel & Individual Prayer Space

Our Interfaith Chapel is on C-level and is available to patients, family members and staff 24/7. It provides a peaceful place for prayer, reflection, and quiet contemplation. Our Interfaith Chapel also schedules group worship opportunities that are kindly provided by local faith groups and community clergy. A list of these worship opportunities is available upon request. Adjoining our Chapel is a small additional space that has been set aside for individual prayer and meditation and is also available 24/7.

PATIENT RELATIONS

Our patient representatives seek to give you and your family the security of knowing someone is available to focus on your individual concerns. We offer you a personal link to University Hospital. You can depend on us for support—a quick response to questions, problems or special needs. We work closely with all hospital departments on your behalf, so we can go directly to the right people to answer questions you may have.

To contact the Patient Relations Department, please call us at (973) 972-6410, Monday through Friday from 8 am to 5 pm. After 5 pm or on weekends or holidays, the Administrator on Duty can be reached at (973) 972-5677 to assist you.
University Hospital is committed to providing a safe and healing environment. As a patient, we need your cooperation. You can participate in helping to keep the hospital safe by reporting to any member of our staff anything that might lead to a dangerous situation.

We encourage patients and their families to take an active role in their health care decisions. Speak up if you have questions or concerns about your diagnosis and treatment. It’s a good idea to have a relative or friend with you who can help you ask questions and to understand the answers.

Make sure you understand what will happen if you need surgery. Ask your doctor about what to expect before, during and after the surgery. Tell the surgeon, anesthesiologist and nurses if you have allergies or have ever had a bad reaction to anesthesia. When you are being discharged, ask your doctor about the treatment plan you are to follow at home.

WRIST IDENTIFICATION BANDS
As a patient, an identification band will be placed on your wrist. Please verify that the information on the band is correct and do not remove it during your hospital stay as it is an important means of identification for all hospital personnel with whom you will come in contact. During your stay, staff may ask you to give them your name and medical record number—this is our way of making sure the medication or treatment to be provided is given to the correct patient.

SMOKE/TOBACCO-FREE POLICY
For the good health of our patients, staff, students and community, University Hospital and the entire Newark Campus of Rutgers Biomedical and Health Sciences are smoke/tobacco-free. This includes e-cigarettes and vapor-related products. Use of these products is not permitted inside or outside our buildings, including sidewalks and parking garages.

We understand that giving up smoking is difficult. We would be happy to provide you with helpful resources and smoking cessation programs.

PLEASE LEAVE ELECTRONIC APPLIANCES AT HOME
To help ensure the safety of all patients, families and staff, personal electrical appliances, such as hair dryers or fans, should not be brought with you to the hospital.

MEDICINE SAFETY
Tell your nurses and physicians about all of the medicines you are taking, including prescriptions, over-the-counter medicines, vitamins and herbal products, and about any allergies you have had to medicines in the past. Do not bring medications with you to the hospital.

It is important to review all medicines before you take them. If you do not recognize a medicine, let your nurse or physician know. Pay attention to the time of day you usually receive your medicine and tell your physician or nurse if you do not receive it.

Ask your physician or nurse about new medicines:
• What they are
• What they do
• When they are given
• If there are any special instructions for taking them
• What side effects should be expected or reported

PREVENTING THE SPREAD OF GERMS
At times, health care workers wear gloves, gowns and masks. These items protect you as well as the caregiver. Hand washing is the best way to prevent the spread of germs. Wash your hands with soap and water for 15 seconds, or use hand sanitizer gel. Remind staff members to wash their hands.

Ask your friends and family not to visit if they are ill. Encourage them to wash their hands before entering and leaving your room, or use the hand sanitizer available in the hospital.

PREVENTING FALLS
The most common causes of falls are waking up during the night and forgetting where you are; being weak due to illness; taking medications that make you feel sleepy; and urgent needs to use the bathroom. Consider these tips to prevent a fall:
• Use the nurse call button to ask for help
• Do not lower bed rails by yourself—always have a healthcare provider do this
• Do not turn off bed alarms or chair alarms
• Sit up slowly before getting out of bed or a chair
• Call for assistance prior to getting up or walking to and from the bathroom
• Make sure you have enough light before getting out of bed
• Wear non-slip footwear
• Keep your possessions within reach

SAFE PATIENT HANDLING PROGRAM
University Hospital is committed to keeping our patients and staff safe and is proud to be among the first hospitals in New Jersey to provide a Safe Patient Handling Program. This program provides our patients with a safe and comfortable hospital stay. Our caregivers use a variety of equipment to assist you with walking, sitting or standing.

The Safe Patient Handling Equipment at University Hospital includes:
• Stand assist lifts
• Transfer and treatment chairs
PARTICIPATING IN YOUR CARE

- Bariatric repositioning lifts
- Transferring and repositioning sheets
Staff is always present and will remain with you during use of these assistive devices.

MEDICAL EQUIPMENT
During your stay, medical equipment may be used as part of your treatment. For your safety, do not touch the control buttons or attempt to change the settings on the equipment. Immediately notify a nurse if the equipment alarm sounds; do not try to turn off or silence the alarm yourself.

FIRE SAFETY
We need your cooperation to ensure a safe environment. As such, fire drills are paramount to maintaining the highest level of safety readiness. Occasionally, you will hear a loud siren and see wall-mounted strobe lights flashing throughout the hospital. In most circumstances, these are tests of the Fire Alarm system. For your safety, every Fire Alarm announcement must be treated as an actual activation.

Patients and visitors are expected to follow the direction of staff members during any activation. As a patient or visitor, you can participate in helping University Hospital maintain the highest level of safety by reporting to any staff member any condition that may lead to a breach in our safety efforts.

PREPARING TO LEAVE THE HOSPITAL

DISCHARGE PLANNING
Your health care team will work closely with you and your family to help with any arrangements needed to make the transition from hospital to home or to another setting more appropriate to your needs. Your physician will determine when it is appropriate for you to go home and will discuss it with you.

Your nurse will provide you with discharge instructions and patient educational materials that are specific to your health needs. If you don’t understand the instructions, ask for them to be explained to you again.

SOCIAL WORKERS & CASE MANAGERS
Social Workers and Case Managers are assigned to each nursing unit. They can help you, your family and the health care team to make arrangements for special services after discharge. Social Workers work with our patients and families to make arrangements for transfer to other facilities, such as nursing homes or rehabilitation or post-care facilities. If you are going home, your case manager will arrange for any equipment you may need and discuss with you and your family options for your care after you leave University Hospital.

DISCHARGE CHECKLIST
Use this checklist early and often during your stay.

As soon as you know your discharge date, please make all necessary arrangements to have someone pick you up at the hospital on the day of your discharge.

During your stay, your doctor and the staff will work with you to plan for your discharge. You and your caregiver (a family member or friend who may be helping you) are important members of the planning team. You and your caregiver can use this checklist to prepare for discharge.

- Ask the staff about your health condition and what you can do to help yourself get better.
- Ask about problems to watch for and what to do about them. Write down a name and phone number of a person to call if you have problems.
- Ask where you’ll get care after you leave the hospital. Do you have options (like home health care)? Be sure you tell the staff what you prefer.
- Ask if you’ll need medical equipment (like a walker). Who will arrange for this? Write down a name and phone number of a person you can call if you have questions about equipment.
- Ask the staff to show you and your caregiver any other tasks that require special skills (like changing a bandage or administering an injection). Then, show them you can do these tasks. Write down a name and phone number of a person you can call if you need help.
- Ask to speak to a social worker if you’re concerned about how you and your family are coping with your illness. Write down information about support groups and other resources.
- Talk to a social worker or your health plan if you have questions about what your insurance will cover, and how much you’ll have to pay. Ask about possible ways to get help with your costs.
- Ask for written discharge instructions (that you can read and understand) and a summary of your current health status. Bring this information and a list of the medications you are taking to your follow-up appointments.
### Important Phone Numbers

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<tr>
<th>Department/Service</th>
<th>Phone Number</th>
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<tr>
<td>MAIN Number</td>
<td>(973) 972-4300</td>
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<tr>
<td>Ambulatory Care Center</td>
<td>(973) 972-9000</td>
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<tr>
<td>Admitting</td>
<td>(973) 972-4044/4045</td>
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<tr>
<td>Bioethics Office</td>
<td>(973) 972-4000</td>
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<tr>
<td>Cafeteria Menu</td>
<td>(973) 972-4023</td>
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<td>Chaplaincy Services</td>
<td>(973) 972-1943</td>
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<td>Emergency Room</td>
<td>(973) 972-5123</td>
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<td>Financial Counseling</td>
<td>(973) 972-8300</td>
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<td>Food and Nutrition Services</td>
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<td>Gift Shop</td>
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<td>Hospital Foundation</td>
<td>(973) 972-1872</td>
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<td>Hospital Operator</td>
<td>(973) 972-6000</td>
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<td>Medical Records</td>
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<td>Nursing Office</td>
<td>(973) 972-5677</td>
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<tr>
<td>Palliative Care (Family Support)</td>
<td>(973) 972-0147</td>
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<tr>
<td>Patient Accounts (Billing)</td>
<td>(866) 438-3491</td>
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<td>Patient Information</td>
<td>(973) 972-4040</td>
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<td>Patient Relations</td>
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<td>Pre-Admission Testing</td>
<td>(973) 972-2999</td>
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<td>Public Relations</td>
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<td>Radiology Scheduling (Outpatient)</td>
<td>(973) 972-2300</td>
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<td>Rehabilitation Therapy (Cardiac)</td>
<td>(973) 972-2804</td>
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<td>Rehabilitation Therapy (Physical, Occupational, Speech)</td>
<td>(973) 972-2800</td>
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<tr>
<td>Social Work Services/ Care Coordination</td>
<td>(973) 972-5842/3497</td>
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### Department and Services

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<td>Anesthesiology</td>
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<td>Pain Management</td>
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<tr>
<td>Rutgers Cancer Institute of New Jersey</td>
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<td>Family Medicine</td>
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<td>Center for Liver Disease</td>
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<td>Internal Medicine</td>
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<td>Allergy</td>
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<td>Physical Medicine &amp; Rehabilitation</td>
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<td>Obstetrics &amp; Gynecology (OB/GYN)</td>
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<td>Cataracts and Comprehensive Ophthalmology</td>
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<td>Cornea and Anterior Segment</td>
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<td>Physical, Occupational, Speech Therapy</td>
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Maybe it was the compassion the doctor showed. Or the life-saving operation the surgeon performed. Or the skill of the nurse who helped deliver your baby. Perhaps it was a simple smile, or word of encouragement from housekeeping staff.

If you encountered someone who made your experience special, this is your opportunity to let them know.

Gifts to My Hospital Hero say THANK YOU to your healthcare professionals. Aside from your good health, there is no greater reward for the work they do.

Your HERO will be notified that a donation has been made in their honor and will be presented with a pin recognizing their exceptional level of patient care.

Your tax-deductible gift to My Hospital Hero makes it possible for the talented caregivers at University Hospital to have the tools and treatments they need to care for you and all our patients with the highest level of skill and compassion.

Honor your hero and make a gift online at www.myhospitalhero.org or complete the form on the next page.