

**State of New Jersey Patient Rights**  
**Patient Care Associates, LLC 500 Grand Avenue, Englewood, NJ 07631**

*As a patient of Patient Care Associates, LLC, (PCA) a New Jersey healthcare facility, you have the following rights under state law and regulations:*

**Medical Care**

To receive the care and health services that PCA is required by law to provide.

To receive an understandable explanation from your physician of your medical condition, recommended treatment, expected results, risks and reasonable medical alternatives. If your physician believes that this information may be detrimental to you or beyond your ability to understand, the explanation must be given to your next of kin or guardian.

To receive informed, written consent prior to non-emergency treatment. You may refuse to participate. Your physician should clearly explain the treatment, risks, recovery time and any alternatives.

To refuse medication and treatment after possible consequences of this decision have been clearly explained, unless the situation is life threatening or the procedure is required by the law.

To have your pain assessed and adequately managed.

**Communication and Information**

To be informed of the names and functions of all healthcare professionals participating in your care.

To receive the services of a translator or interpreter to help you communicate with PCA personnel.

To receive, upon request, PCA's written policies about life-saving measures and the use and withdrawal of life support mechanisms.

To be advised in writing of PCA's rules about conduct of patients and visitors.

To receive a summary of your patient rights that includes the name and phone number of the facility staff member of whom you can ask questions or to whom you can complain about any possible violation of your rights.

**Medical Records**

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

To obtain a copy of your record at a reasonable fee within 30 days of written request.

**Cost of Facility Care**

To receive a copy of PCA's payment rates and an itemized bill if you request it. You have a right to appeal any charges.

To be informed by PCA if part or all of your bill is not covered by insurance.

**Discharge Planning**

To receive information and assistance from your doctor and other healthcare providers if you need continuing care after discharge.

**Transfers**

To be transferred to another facility when you or your family has made the request if PCA cannot provide the care you need.

To receive an advanced explanation from a physician on the reasons for transfer and possible alternatives.

**Personal Needs**

To be treated with courtesy, consideration and respect for your dignity and individuality.

To have access to private storage space for your belongings.

**Freedom from Abuse and Restraints**

To freedom from physical and mental abuse.

To freedom from restraints unless authorized by a physician for a limited time for your safety or that of others.

**Privacy and Confidentiality**

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

To confidential treatment of information about you. Your records will not be released to anyone without your approval, unless required by law.

**Legal Rights**

To treatment without discrimination base on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, or source of payment.

To retain and exercise all your constitutional, civil and legal rights.

**Questions and Complaints**

To present questions or grievances to a designated PCA staff member and receive a response in a reasonable time. You also have the right to contact the following:

New Jersey Department of Health and Senior Services, Division of Health Facilities Evaluation & Licensing  
PO Box 367, Trenton, NJ 08625-0367  
609-792-9770

State of NJ Office of the Ombudsman  
PO Box 808, Trenton, NJ 08625-4262  
609-624-4262

The list of Patient Rights is an abbreviated summary of the current New Jersey law and regulations governing the rights of facility patients. For more complete information, consult N.J. Department of Health regulations at N.J.A.C.8:43G-4, or Public Law 1989-Chapter 170.

**Your Responsibilities**

As a patient, you have the following responsibilities:

To provide accurate and complete details about your medical history and your current condition.

To tell the doctor or nurse if you do not understand the treatment or what you are supposed to do.

To follow the instructions and treatment plan of your doctors, nurses and others concerning your care.

To accept consequences of refusing treatment or not following instructions.

To notify healthcare providers if you have an Advanced Medical Directive or similar document and provide a copy.

To follow PCA rules and regulations which affect patient care and conduct, such as adhering to the no smoking policy and controlling noise.

To accept financial obligations for your care.

To be considerate of staff members caring for you and other patients.

**IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT SANDRA WELLS AT 201-567-8090**