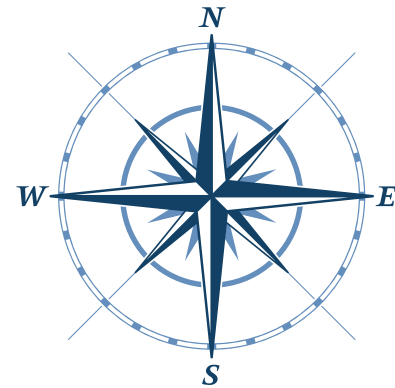


Navigator

THE PATIENT GUIDE



FREE

**Please take this copy home with you
as a reference guide**

**This Patient Handbook includes visitor
information, service line information,
patient education television listing,
and much more.**



**Cooper University Hospital
Cape Regional**

CooperHealthCape.org

Updated December 2025



**Cooper University Hospital
Cape Regional**

CooperHealthCape.org

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Department of Patient Relations

856.342.2432

patient-relations@
cooperhealth.edu

Mailing Address

2 Stone Harbor Blvd.
Cape May Court House
New Jersey, USA 08210


Phone Number
609.463.CAPE

Website
CooperHealthCape.org

Like Cooper University
Hospital Cape Regional on
Facebook

SPOT A STROKE

LEARN THE WARNING SIGNS AND ACT FAST



B







E

F

A

S

T

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

There is One
Point of Access to
Cooper University Hospital
Cape Regional.

1

Extraordinary Happens Here.
609.463.CAPE

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.

Four locations:

- Cape May Court House
- Hammonton
- Wildwood
- Marmora

Services:

- General illness care
- Fracture and sprain care
- Laceration repair
- Abscess care
- IV fluid and medication
- Minor eye injuries
- On site lab
- On site digital x-ray
- EKG
- Occupational medicine
- Physicals
- Nebulizer therapy
- Prescriptions electronically prescribed

Please visit CapeRegionalUrgentCare.com for more information or call 609.465.6364.

Miracles Fitness

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 6 days a week (closed Sunday)

Visit MiraclesFitness.com for more information or call 609.886.7070.

Extraordinary Happens Here.

Dear Patient,

Welcome to Cooper University Hospital Cape Regional. We are dedicated to making your stay as comfortable as possible. Our extraordinary health care team is here to create a healing environment and support your speedy recovery.

In recent years, we have made many positive enhancements to our hospital, and we continue to strive for the highest levels of patient and family satisfaction.

If you have any suggestions, questions, or concerns, please feel free to speak with your physician, nurse, nurse manager, or patient advocate. You can reach our Department of Patient Relations at 856.342.2432.

After your discharge, you will receive a survey in the mail. We kindly ask you to take a moment to complete it. Your comments and feedback are invaluable in helping us improve our services and achieve our satisfaction goals.

Wishing you a speedy recovery,

Cooper University Health Care

About Us

Cooper University Hospital Cape Regional is a not-for-profit hospital located in the heart of Cape May Court House. We provide a wide range of comprehensive health care services to residents and visitors alike.

We are proud members of the American Hospital Association and the New Jersey Hospital Association. Our hospital has received the Gold Seal of Approval from The Joint Commission, and individual departments are accredited by esteemed organizations such as the College of American Pathologists and the American College of Radiology.

Your Patient Care Partnership

Understanding Expectations, Rights & Responsibilities

When you need medical care, our doctors, nurses, and other professionals are dedicated to working with you and your family to meet your health care needs. Our team serves the community with respect for all ethnic, religious, and economic backgrounds. We strive to provide the same level of care and attention that we would want for our own families.

This guide explains what you can expect during your stay and outlines what we need from you to provide the best possible care. If you have any questions at any time, please don't hesitate to ask. Unasked or unanswered questions can increase the stress of your stay, and your comfort and confidence in your care are very important to us.

Primary Care and Specialty Care

Our physician groups have the finest primary care and specialists in the area. We are part of Cooper University Health Care and have locations throughout Cape May County.

Specialists:

- Cardiology
- Endocrinology
- Gastroenterology
- Hospitalists
- Internal Medicine
- Neurology
- Pain Management
- Primary Care
- Surgery – Breast, Colorectal, General, Oncology, Orthopaedics and Vascular
- Urogynecology
- Urology

Locations:

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

AMI at Cooper - Radiology and Diagnostic Imaging

When it comes to your health, you shouldn't have to wait for answers. That's why AMI at Cooper provides comprehensive radiology services. Rest easy that you'll get results fast.

Four locations:

- Cooper University Hospital Cape Regional
- Hope Commons - Marmora
- Medical Commons - Cape May Court House
- Medical Plaza – Rio Grande

Services:

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

Explore Our Services

Cooper University Hospital Cape Regional is the only acute care hospital that serves residents and visitors in Cape May County. The services at the Hospital include:

- MD Anderson Cancer Center at Cooper Radiation Oncology
- Cardiac Care
- Cardiac Rehabilitation
- Care Management
- Concussion Care
- Diabetes Care
- Dialysis – Inpatient
- Emergency Care
- Gynecology
- Infusion Therapy
- Intensive Care
- Laboratory and Pathology – Laboratory Outreach
- Lymphedema Management
- Neurology
- Occupational Therapy
- Pain Management
- Parkinson's LSVT Rehab
- Pediatrics
- Pelvic Floor Rehabilitation
- Pharmacy Anti-thrombosis
- Physical Therapy
- Pulmonary Rehabilitation
- Radiology (CT, MRI, Ultrasound)
- 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 Hospital:

- Seaville
- Cape May Court House
- North Cape May

Services:

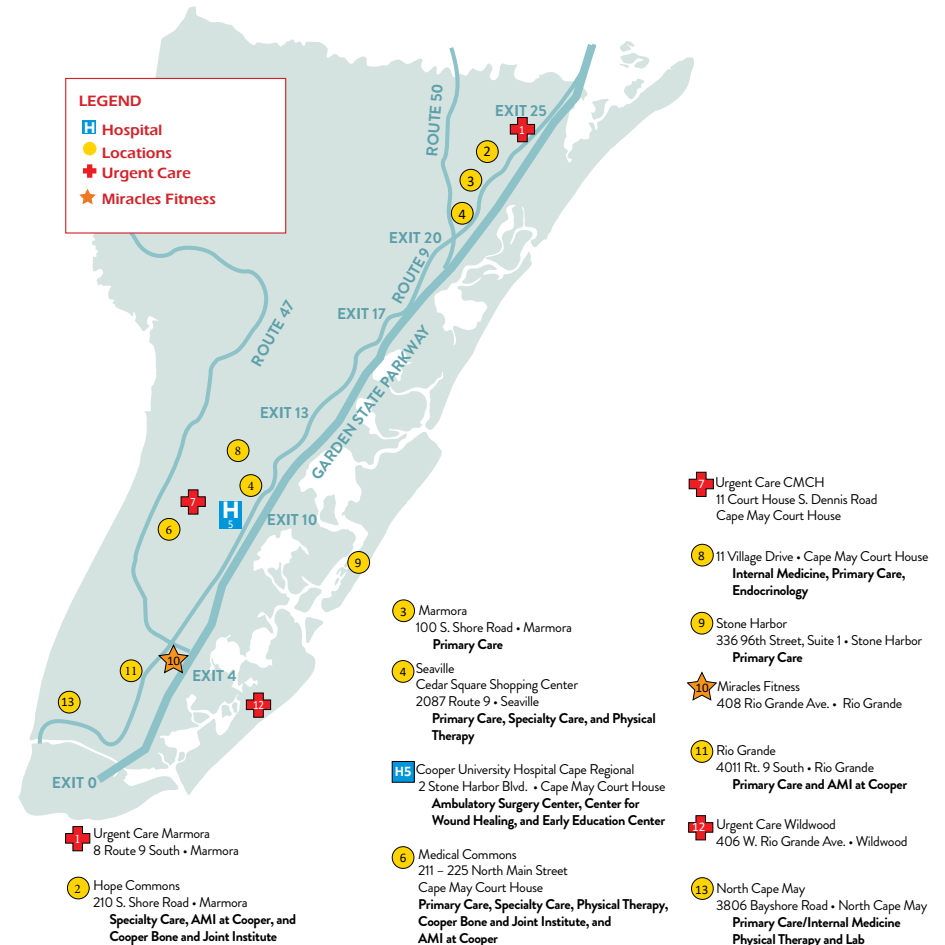
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Lymphedema Management
- Parkinson's Rehabilitation
- Pelvic Floor Program
- Concussion Care
- Cape Fit Weight Loss Program

Cooper University Health Care has locations throughout Cape May County.

Extraordinary Happens Here.

609.463.CAPE

 **Cooper University Hospital
Cape Regional**



Updated July, 2024

What to Expect During Your Stay

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. The hospital 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 hospital. 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 hospital.
- As a patient, you have the right to receive information about pain and pain-relief measures. Our staff of health care professionals is committed to pain prevention and management.
- The financial consequences of using uncovered services or out-of-network providers.

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

DISCUSSING YOUR TREATMENT PLAN. When you enter the hospital, 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 providers 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 hospital 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 health care goals and values. You may have health care goals and values or spiritual beliefs that are important to your well-being.

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

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.healthychcommunitycoalition.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.healthychcommunitycoalition.org or call 609.522.5960.

Prescription Opioids: What You Need To Know

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 health care 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 provider within 5 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/drugoverdose to learn about the risks of opioid abuse and overdose.

UNDERSTANDING WHO SHOULD MAKE DECISIONS WHEN YOU CANNOT. If you have signed a health care power of attorney stating who should speak for you if you become unable to make health care 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 health care that are part of that relationship. State and federal laws and hospital 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 Cooper University Hospital Cape Regional, you will be provided a confidentiality code. While you or your children are hospitalized, private information is protected using the Confidentiality Code. Our 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 HOSPITAL. Your doctor works with hospital 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 hospital 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 hospital. 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 health care insurers or other programs such as Medicare and Medicaid. Our staff also will help your doctor with needed documentation. Hospital 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 your 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 hospital patient and how to exercise them. We are always interested in improving. If you have questions, comments or concerns, please see the information below.

If you are struggling with addiction, tell your health care provider and ask for guidance or call SAMHSA'S National Helpline at 1.800.662.HELP.

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, medication 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 about their rights and responsibilities. If you have concerns or issues regarding the care or service provided, please contact the Patient Relations Department at 856.342.2432, available Monday to Friday, from 7 a.m. to 3 p.m. For assistance after 3 p.m., on weekends, or holidays, call 609.463.2688 to reach the nursing supervisor. You may also contact The Joint Commission, which encourages you to first address your complaints or issues with the hospital. If your concerns are not resolved, you can reach The Joint Commission by email at patientsafetyreport@jointcommission.org, by phone at 1.800.994.6610, or by writing to:

Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181. Alternatively, you may report anonymously to the State Department of Health and Senior Services by writing to:

State Department of Health and Senior Services, P.O. Box 360, Trenton, NJ 08625
Or by calling 1.800.792.9770.

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.

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

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 article has some questions and answers to help you.

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.

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.

Your Care & Safety Is Our Priority

COOPER UNIVERSITY HOSPITAL CAPE REGIONAL

- While admitted to the hospital, talk to your doctor about your care options.
- Ask questions of the health care team, including nurses, radiology technologists, dietitians, 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 health care 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 hospital.
- 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 health care 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 health care 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 hospital.

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

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.

How to Reduce Your Risk of Falling

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.

SURGERY

Make sure you understand what will happen if you need surgery. You, your primary care provider 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 hospital?
- 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?

RAPID RESPONSE TEAM

Cooper University Hospital Cape Regional 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.

When You Leave the Hospital

PLANNING FOR 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 health care.

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.

ACCESSING *myCooper*

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

For more information about myCooper, please visit
www.cooperhealth.org/mycooper





The Cooper Foundation

The Cooper Foundation is a valuable community resource. You, your family, and friends benefit from the many services provided by Cooper University Hospital Cape Regional. Established in 1999, the Foundation is dedicated to raising private philanthropic support and encouraging community involvement to benefit the hospital.

Supporting Cooper Foundation is an investment in our community's health care, both now and in the future. Gifts received through Cooper Foundation help provide many vital services, including:

- Quality health care 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 Cooper Foundation are tax deductible as allowed by law. Each dollar directly benefits Cooper University Hospital 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 us.

If you would like to discuss making a gift to the Foundation, please call Cooper Foundation at 609.463.4042 or visit <https://foundation.cooperhealth.org/>

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 immediately.

- 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 or someone you know needs assistance while at Cooper University Hospital Cape Regional, please call 609.465.5999. A NJ-certified mental health screener will answer your call. Provide them with your reason for calling and your location within the hospital. The screener will come to you, so please stay with the person in need until they arrive.

For help outside of the hospital, call 609.465.5999 or the National Suicide Prevention Lifeline at 1.800.273.8255. If you are hard of hearing, contact the Lifeline via TTY at 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.



Preventing Infections in the Health care Setting

As a patient, you are at risk of getting an infection while you are being treated for something else. Patients and their loved ones can help by reminding health care providers to clean their hands. Your health care providers should clean their hands every time they enter your room and when they remove gloves. Remember, wearing gloves alone is not enough to prevent infection. Clean your own hands frequently and ask those around you to do the same. Don't hesitate to use your voice; it's okay to ask your health care provider questions and to remind them to clean their hands. Ask your loved ones to clean their hands, too.

TIPS FOR HAND HYGIENE: 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 your 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.



WIFI - Get Connected

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.

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. The hospital 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.

PASTORAL CARE

If you would like to visit the Chapel, it is located near the Gift Shop and the main entrance of the hospital. 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

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 advanced directive, your care management representative can help guide you through the process one step at a time. The Care Management Department can assist you in contacting the following services

- Division of Youth & Family Services (child abuse neglect)
- Agencies for Guardianship issues
- Ombudsman for Institutionalized Elderly
- Adult Protective Services
- Coalition Against Rape and Abuse.

Additional professional services are available for special issues:

- Inside the hospital, call 2160.
- Outside, call 609.463.2160.

For questions or concerns involving the hospital's bioethics committee, please direct your inquiries to the Care Management Department.

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

PHN 10-2079
CX273759

[illegible]

OR	609.463.2115
ER	609.463.2135
2 East/Pediatrics	609.463.2501
2 North	609.463.2243
PCU	609.463.2215
ICU	609.463.2205
4 East	609.463.2545

The hospital is not responsible for personal property and/or valuables brought into the hospital and retained at the bedside.

- Personal property, especially jewelry and cash more than five dollars, should be left or sent home. If for any reason you have jewelry or money with you, please request that it be locked in a safe.
- Clothing should be inventoried and documented upon admission. You or a family member will be asked to verify documentation and sign this form. This clothing should be placed in the assigned locker. It is preferable to send the personal clothing home.
- Safes are available on the medical/surgical units, in the Department of Emergency Medicine and in the Admissions Department. Do not leave personal items at the bedside.
- You may be out of your room for procedures or tests, or you may be medicated and/or sleeping, thus leaving your personal items unattended.

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

These are necessary items that you may need available, yet costly if lost. Please maintain possession of these items and maintain awareness of their location at all times. Never place these items on your bed or dietary tray to avoid having them discarded with linen change or tray removal and cleanup. Request a denture cup, as needed, and when not in use, place these items in the drawer of the bedside stand. Do not leave

items on top since they can be accidentally knocked off the table. The hospital is not responsible for lost or damaged personal belongings.

In the event that personal item(s) are lost or found, report them immediately to any staff member. This allows for immediate initiation of hospital procedures for investigating a loss or identification of persons to whom found item(s) belong.

TV services at the hospital are complimentary. If you experience technical problems, please call 609.463.2022. Detailed television listings are provided within this book. If you require assistance with the operation of your TV, please ask your nurse. Headsets are available free of charge.

The hospital's gift shop is located near the Main Entrance. Visitors may purchase snacks, toiletries, magazines and other items. Hours of operation are subject to change. If you would like to order flowers, please contact Cape Winds at 609.884.1865.

Food and beverages are available in the following areas of the hospital.

- The Cafeteria is 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 a.m. to 6 p.m. on weekdays and 8 am to 6 pm on weekends.
- The Gift Shop 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 on the ground floor by the Cafeteria.

While You are Here

SPOKESPERSON

When you are admitted, your nurse will ask you to designate a spokesperson on your behalf. This helps protect your privacy by ensuring that information about your hospitalization is shared only with the person you choose. Your spokesperson can then share this information with others according to your wishes. This process benefits you in two ways: 1) Only the people you want to know about your condition will receive information. 2) Nurses can dedicate more time to caring for their patients. Designated spokespersons may call the nursing units for updates daily between 10 a.m. and noon, and 8:30 p.m. and 9:30 p.m. These hours are chosen to align with shift changes, ensuring 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. Typically, the hospital can only release the following one-word descriptions: Undetermined, Good, Fair, Poor, and Critical. If you prefer not to release any information, please notify your care team. The hospital is not permitted to give out any information beyond these one-word descriptions except in special circumstances. Privacy regulations do allow the release of your name, location in the hospital, general condition, and religion to clergy. If you do not want this information released, please inform your caregiver.

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 hospital 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.

CELL PHONES

Cell phone 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

The hospital promotes a smoke-free environment. Patients are not permitted to smoke, including vapor/electronic cigarettes, or use tobacco products while in the hospital, on hospital grounds or in parking lots, in accordance with New Jersey Department of Health regulations. Not being able to smoke while you are in the hospital 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 health care provider or the New Jersey Quit Line at 1.866.NJ.STOPS, or online at njquitline.org.

CONTACT PHONE NUMBERS

Department of Patient Relations
856.342.2432
Safety Officer, Dr. Andrea McCoy
609.463.2482

Pharmacy Department
609.463.2040

Housekeeping Services
609.463.2056 (Daytime)
609.463.4227 (24/7)

Nurse Directors

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:

**Cooper University Hospital
Cape Regional**

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!

Available 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

Visitor Hours and Information

Visiting hours and visitor exclusions may change without notice.

For the most up-to-date visitor policy, please visit our website at www.CooperHealthCape.com/for-visitors. All visitors must enter through the Patient Entrance. Please check in with Security to be screened by our Green Security System and receive a visitor's pass.

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 hospital. 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

At Cooper University Hospital Cape Regional, we recognize the critical role that rest and sleep play in the healing process. Although hospitals can be bustling with activity and patient care is provided around the clock, we strive to maintain a quiet environment to enhance your loved one's recovery experience.

We invite you to join us in creating a peaceful and healing atmosphere. Please help us by speaking softly, turning your cell phones to vibrate or lowering the volume, being mindful of other patients who may be resting, reporting any unnecessary noise to a team member. During Quiet Time, we will dim the lights and lower the TV volume. We also provide earplugs and headsets upon request for our patients.

On behalf of the entire Cooper Cape Regional team, thank you for entrusting us with your care. If you have any questions or concerns during your visit, please contact the Department of Patient Relations at 856.342.2432.