Laws, Regulations and Standards Governing Services

- New Jersey’s Patient Bill of Rights and Law Against Discrimination
- Americans with Disabilities Act (1990)
- Health Insurance Portability and Accountability Act (HIPAA) (1996)
Every patient who receives care at Trinitas Regional Medical Center should be aware of his or her rights as a patient, and what he or she can should expect in regard to communication, costs, privacy, legal rights and other issues.

Each patient receives a copy of the New Jersey Patient’s Bill of Rights on admission to TRMC.

Copies are available in English & Spanish.

Copies are posted in patient rooms and in public areas of Trinitas Regional Medical Center.
Every Patient Has The Right To…

- Medical Care
- Confidentiality
- Pain Management
- Discharge Planning
- Information about the cost of Hospital Care
- Access to Medical Records

- Freedom from abuse and restraints
- Freedom from discrimination
- Be treated with courtesy, dignity and respect
- Privacy
As TRMC Employees……

Our role is:

- To help patients know their rights.
- To be advocates for patient rights.
- To make sure patient rights are respected and followed.
When Patients or Their Families Have Questions or Concerns………..

Our President and CEO, Mr. Horan, is the person to contact when patients or families have questions or concerns about their care.
The Patient’s Right to Effective Communication……..

Miscommunication between patient and healthcare provider can result in:

- Misdiagnosis
- Improper or delayed medical treatment
- Misunderstanding by patient of their condition, the proper use of medications, or instructions for follow-up care

TRMC is required:

- To provide an effective means of communication for patients, family members and visitors at all times and without delay.
- To provide access to language interpretation services, including sign language, AT NO CHARGE to the patient.
TRMC Responsibilities…….

TRMC is required:

• To provide an effective means of communication for patients, family members and visitors at all times and without delay.

• To provide access to language interpretation services, including sign language, AT NO CHARGE to the patient.
Meeting Our Patient’s Communication Needs……

**Language Interpreters:**

- A qualified language interpreter is available via phone access throughout the Medical Center 24/7. This service provides the translation of 150 different languages.
  - This service is available by using the language phones available on the patient care units or by direct dial access.
  - When utilizing this service, always record the interpreter’s ID number in the Medical Record.
  - Call the Operator if any assistance is needed in accessing a qualified interpreter via phone.

- Trinitas employees who have successfully completed the “Language Proficiency Assessment” in their language may be called upon to assist with communication needs.
Communication Needs

Services for the Deaf and Hard of Hearing:

- Qualified sign language interpreters will be provided at no cost to the patient. Contact the Nursing Office or Nursing Supervisor to secure a sign language interpreter.
  - Access to a sign language interpreter is provided through:
    - a Video Remote Service or
    - a sign interpreter will come on site.
  - The video remote service provides immediate access to a sign language interpreter.

- Amplified telephone handsets are available through the Communications department.

- A TDD/TTY telecommunications device is located in the Emergency Room for public use.
What is E.M.T.A.L.A.?

E.M.T.A.L.A. is a FEDERAL statute which governs when and how a patient may be:

- (1) refused treatment or
- (2) transferred from one hospital to another when he/she is in an unstable medical condition.

The general principle of E.M.T.A.L.A. is:

- nondiscriminatory treatment for all patients who come through our doors, regardless of their ability to pay.
It’s the Law!

Any person who has a medical emergency or is in active labor, has the right to receive:

- Medical Screening Exam
- Stabilizing Treatment
- Transfer to another facility if appropriate
Facts About Appropriate Transfer

Patients may be transferred to another facility, even if they:
- cannot pay
- do not have medical insurance
- are not entitled to Medicare or Medicaid

The receiving facility must have a physician ready to accept the patient.