

WELCOME

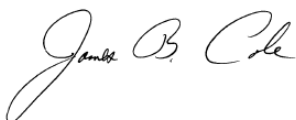
On behalf of our Board of Directors, volunteer staff and more than 2,000 employees, I would like to welcome you to Virginia Hospital Center. We are committed to providing state-of-the-art medical care with the courtesy, respect and compassion you deserve as our patient. Thank you for entrusting us with your care.

This handbook was designed to acquaint you with Virginia Hospital Center and our services so that you are comfortable and confident during your Hospital stay. I encourage you to ask your doctors and nurses questions about your care as our healthcare professionals are here to listen and respond to you in a timely manner.

Our expectation is to provide you with healthcare excellence so that you are very satisfied. If at any time we are not fulfilling our expectation, please press the red “Patient Hotline” button found on the telephone in your room, or dial extension 6880.

Thank you for choosing Virginia Hospital Center for your healthcare needs.

Warm Regards,



James B. Cole
President and CEO
Virginia Hospital Center

TELEPHONE DIRECTORY

Frequently Used Numbers

Note: The area code for all numbers is 703.

If visitors wish to contact you, they should call 703.717.7 plus your room number.

When dialing a Hospital extension while inside the Hospital, dial only the last four digits of the phone number.

<u>DEPARTMENT</u>	<u>PHONE NUMBER</u>
Hospital Operator	Dial 0
Admitting	558.6112
Cashier	558.6138
Chaplain	558.6128
Gift Shop	558.6348
Insurance Verification	558.6127
Lost & Found	558.6363
Medical Records	558.6116
Nutrition Specialist (specific diets for inpatients only)	558.6620
Outpatient Nutrition Specialist (consult or diabetes program)	558.6811
Patient Financial Services	558.6534
Patient Information	558.6100
Patient Representative	558.6195
Room Service Dine Line (to order your food)	558.3463
Social Work/Case Management	558.6275
Quality Improvement Hotline	Press "Hotline" button

ABOUT OUR HOSPITAL

Established in 1944, Virginia Hospital Center is a 334-bed acute care facility, providing sophisticated medical services to the Washington, DC metropolitan area. The Hospital offers comprehensive healthcare utilizing life-saving technology. With an exceptional medical staff of over 800 physicians and superior nursing care Virginia Hospital Center has Centers of Excellence including Cardiology & Cardiovascular Surgery, Neuroscience, Oncology, Women & Infant Health and Urology. Growing service lines include Executive Health and the only Lung Cancer Center in Northern Virginia. Virginia Hospital Center is a teaching hospital, long-associated with Georgetown University's School of Medicine.

We are committed to personalized patient service and excellent medicine. Each of the Hospital's units utilizes state-of-the-art equipment to provide quality medical care. The Hospital is a non-profit organization accredited by the Joint Commission (JC) and licensed by the Commonwealth of Virginia Department of Health.

Our services and specialties include, but are not limited to the following:

- Acute Hemodialysis
- Acute Pulmonary Rehabilitation, Pulmonary Special Procedures and Respiratory Therapy
- Acute Stroke Unit
- Arlington Urgent Care Center
- Bariatric Surgery (weight loss surgery)
- Cardiology and Cardiac, Vascular & Thoracic Surgery supported by a Cardiac Catheterization Lab, an Electrophysiology Lab, a Cardiovascular Intensive Care Unit, an Intermediate Cardiac Care Unit, Cardio-Respiratory outpatient services, EKG/EEG and Cardiovascular Rehabilitation
- Center for Breast Health
- Colorectal Surgery (medical and surgical treatment of diseases and disorders of the colon, rectum and anus)
- Diabetes Care
- Emergency Department (24-hour)
- General Surgery (advanced digestive surgery, hernia surgery, endocrine surgery)
- Health Promotion (community health, education and wellness)
- Heartburn Center
- Hernia Program
- Intensive Care Unit
- Laboratory Services
- Neurosurgery
- The Robert E. Lee Inpatient Oncology Unit offering comprehensive oncology care

- The Rose Benté Lee Ostapenko Outpatient Oncology Center including Radiation Oncology, the Cancer Resource Center and Outpatient Infusion
- Orthopedics specializing in Total Joint Replacements and Sports Medicine
- Outpatient Clinics
- Outpatient Nutrition Consultation Services
- Palliative Care Services
- Pelvic Floor Center
- Psychiatric & Addiction Services which includes adult treatment for substance abuse and psychiatric counseling
- Radiology & Diagnostic Imaging including CT, MRI, Ultrasound, X-ray, Interventional Radiology, Nuclear Medicine and Digital Mammography
- Rehabilitation Department including physical therapy, occupational therapy, speech therapy, and lymphedema care for inpatients and outpatients
- Senior Health
- Urogynecology & Pelvic Surgery
- Urology (urologic oncology, male infertility, minimally invasive surgery and robotic assisted laparoscopy)
- Women & Infant Health including a Women's Imaging Center, Labor & Delivery Suites, a Neonatal Intensive Care Unit, Nursery and Pediatrics
- Wound Healing & Hyperbaric Center

Virginia Hospital Center proudly supports not only the letter, but also the spirit and intent, of all civil rights legislation. The Hospital will not knowingly discriminate in carrying out its patient care or human resource missions.

YOUR HOSPITAL STAY

Admissions

Virginia Hospital Center provides inpatient and outpatient care and services on a nondiscriminatory basis. All patients being admitted will receive medical services without discrimination based on age, religion, national origin, sex, sexual preference, handicap, diagnosis, ability to pay or source of payment.

Upon arrival at the Hospital an admitting representative will assist you with the authorization forms and verification of your insurance coverage, all of which is necessary for your Hospital record. Many insurance companies require pre-admission certification.

You will be given an identification (ID) wristband at time of admittance that must be worn at all times. The ID band provides positive identification to all those who serve you and acts as a safeguard for your protection. You will then be taken to your room or directed to the department that is expecting you. Please note that minors must be accompanied by a parent or legal guardian.

Financial Forms

The financial forms that you are asked to fill out are very important; they allow Virginia Hospital Center to bill your insurance carrier directly. They also show your agreement to be financially responsible for any treatment or services you may receive that are not covered by your insurance, to provide for the release of information to third-party payers, and State/Federal agencies, as required. Many insurance companies require you to pay all or a portion of the Hospital bill including deductibles. Deductibles and co-payments are expected to be paid at the time of registration. Virginia Hospital Center has Patient Financial Counselors, who may contact you during your Hospital stay and discuss your individual financial liability.

The Hospital accepts cash, money orders, checks and credit cards as payment for services rendered. If you are unable to make payment in full, the Hospital will work with you to arrange a payment schedule.

Financial assistance may be available to patients with little or no income. These funds are available for Hospital services only. If you feel you may qualify for this assistance, please contact the Financial Assistance Office at 703.558.6534.

If you have any questions, please call the Patient Financial Services Department at 703.558.6534.

Consent Forms

When you are admitted, you will be asked to sign an authorization form giving us permission to perform routine care. If you are too ill to sign or the patient is a minor we will ask the appropriate next of kin to sign. Of course, in an extreme emergency, in order to protect the patient and to provide the best possible care, we may have to proceed without permission.

We want you to feel confident and very satisfied about the care you receive, so please, feel free to ask questions. We will be happy to take the time to explain.

VALUABLES (What to Bring, What to Leave at Home)

What to bring to the Hospital

- Driver's license or other form of I.D., and your health insurance card.
- We suggest that you bring only essential clothing. As a patient in the Hospital, you may wear either your own pajamas or a patient gown provided by the Hospital.
- Please send your checkbook or credit cards home with a family member or friend after admission.
- Your cash and property can be held in the Hospital safe located in the Cashier's Office in Building 1625. The phone number for the Cashier's Office is 703.558.6138.
- Toothbrush and toothpaste, and other toiletries.
- Eyeglasses, dentures or hearing aids. If you use these items, please be sure that they are kept in properly labeled containers. Never place these items on your food tray or in a tissue. The Hospital is not responsible for items that are not placed in the Hospital's safe. This includes eyeglasses, dentures and hearing aids.
- A list of ALL medications that you are currently taking including dosage and frequency. This should be done for both prescription and over-the-counter drugs.
- If you have a living will or other advance directive, please bring a copy with you.
- Either a pre-paid calling card or a phone card to place long-distance calls.

What to leave at home

- Items of value such as jewelry, expensive clothing or large amounts of cash should be left home.

HOW TO USE THE TELEPHONE IN YOUR ROOM

Hospital Operator

Dial “0”

Local Calls

Dial “9” plus the 10-digit telephone number

Long Distance Operator Assisted

Dial “9”, then “00”, plus the 10-digit telephone number

Long Distance Calling Card, Collect, Third Party

Press button for long distance carrier of your choice, then press the pound key (#).
Wait a few seconds for further instruction.

Quality Improvement Hotline

Press “Hotline” button **

Program the “Home” Button

Call your home telephone number or any local telephone number you would like on speed dial, and then press the “home” button. The number is then stored for speed dialing.

Adjust Volume

Press “volume” button

Stop Incoming Calls

Press the DND (Do Not Disturb) button. The button’s light will come on. To clear it, press the button again, and calls can be then received.

** If additional volume is needed, contact the Hospital operator at “0” and a staff member will provide you with a special high volume telephone. **

YOUR CARE TEAM

Virginia Hospital Center has a complete team of physicians, nurses, and other personnel to supervise your Hospital care and prescribe necessary treatments, medications and services. A nursing team under the leadership of a registered nurse will provide much of your care. If you have any questions about your nursing care, please do not hesitate to ask your nurse. If your nurse is unable to answer your questions, every unit has a Patient Care Director (head nurse) who manages overall care. Please ask for your Patient Care Director if you require additional information.

Accommodations

Room assignments are made according to medical requirements and patient procedures. In all rooms, closets and bedside tables are provided for personal belongings. Some small items will fit inside your over-the-bed table. If you should need your eyeglasses, dentures or a hearing aid, please keep them in a labeled container. Dentures should always be placed in a denture cup. Do not leave dentures in tissue, a drinking cup or on your meal tray. The Hospital is not responsible for lost items.

You will find switches for lights, cable television, and a nurse call system located together and with the nurse call system attached to your bed. Your nurse will show you how to use these switches. In the event that we need to relocate you, every effort will be made to ensure that the transition is as smooth as possible.

Your room is equipped with a direct dial telephone. For instructions on using the telephone, see “How To Use The Telephone In Your Room” on the preceding page. Patients in Intensive Care do not have personal telephones and normally may not receive calls. However, if calls are permitted, portable telephones are available for patient use.

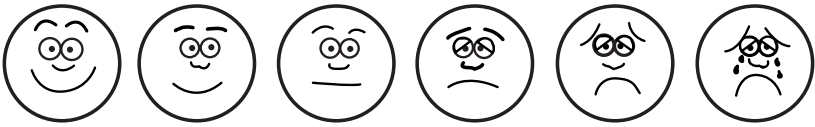
Pain Management

Pain is a common feeling, and it is different for each person. It can affect how you feel physically, mentally and emotionally. Only you know when you have pain and what it feels like. The staff at Virginia Hospital Center is committed to pain prevention, pain management and pain education. Tell your doctor or nurse when you have pain. Your nurses and doctors will also ask you about your pain not only because they want you to be comfortable, but also because they want to know if something is wrong. Hospital staff and physicians are committed to doing everything they can to assist you with your pain.

Pain that does not go away, even after you take pain medication, may be an indication that there is a problem. You are the key to getting the best pain

relief! Don't worry about being a bother, the doctors and nurses need to know about your pain. Ask for pain medications when pain first begins. Do not wait until you cannot stand it anymore.

You may be asked to rate your pain on a scale of "0" to "10" with "0" being No Pain, "5" being Moderate Pain and "10" being the Worst Pain Imaginable. Reporting your pain helps the doctors and nurses know how well your treatment is working and whether or not changes need to be made.



0 1 2 3 4 5 6 7 8 9 10
No pain Worst pain

During your Hospital stay, you may be given new medicine. Hospital staff will explain the purpose of this new medicine, and any possible side effects. If you are unclear or unsure about the explanation of any medication, ask for clarification.

YOUR PRIVACY AND SAFETY

Staff at the Patient Information Desk in the Main Lobby of the 1625 and 1701 buildings will release only the following information to callers:

- Patient's room number
- Patient's direct telephone number

If you prefer to have this information withheld, please tell the Admitting Clerk or your nurse. (No information is given out on patients in Psychiatric & Addiction Services.)

For your safety all Hospital staff wear a photo identification badge to help you recognize us.

Patient Inquiries

When there are large families, we ask that the family designate one member to act as spokesperson. This person would be responsible for communicating with and updating the rest of the family and/or friends, and enables the nursing staff to spend more time caring for the patients in their unit rather than answering multiple phone calls.

Falls Prevention Program

We know that some people admitted to the Hospital are susceptible to falls. Although in the vast majority of instances little or no injury occurs, patient falls may interrupt a normal recovery. Plan with your nurse to prevent falls. Remember, your safety is our goal.

- Please let your nurse know about any falls you have had during the past year.
- Let the nurse know if you get up frequently during the day or night.
- Let the nurse know if you experience any difficulty walking.
- Keep all necessary belongings close by your bedside, within your reach (eye glasses, call system attached to your bed, water pitcher, toiletries, etc).
- Sometimes during the night you may find that it is easier to use a bedside commode or urinal rather than walking to the bathroom.

The Hospital environment often alters daily routines, including meal times and sleeping patterns. If you do wake at night, take a moment to recall your surroundings, and do not hesitate to call for help. PLEASE call for assistance until you and your nurse agree that you can move about on your own.

Personal Electric Equipment

Personal equipment that requires the use of an electrical outlet is not permitted in the Hospital. Such items include, but are not limited to: hair dryers, electric razors, hot plates, radios, curling irons, heating pads, fans or space heaters.

Medical equipment that you need to bring to the Hospital must be checked by the Hospital's biomedical engineering department before use.

Electronic Devices

Cell phones are allowed in waiting areas and the Food Court. Cell phone use in patient care areas is restricted, as cell phones may interfere with the operation of certain medical equipment inside the Hospital.

Fire Drills

As required by law, fire drills and tests of the alarm system are conducted on a regular basis. In the event of a fire or drill, stay in your room (visitors should remain with you) until you are instructed to do otherwise. Fire department responses will be automatic, and our staff is trained to deal with emergency situations.

Visiting Hours

Visiting hours on most medical/surgical units are 11:00 am - 8:00 pm. Several units have special visiting hours. Please speak directly to your nurse regarding these hours and guidelines.

Your family and friends play a big part in your recovery. They are welcome to visit, with a limit of two visitors at the same time. Children less than 12 years of age must be accompanied by an adult. Visitors are asked not to sit or lay on the patient's bed. Visitors with a cold, flu, or other contagious diseases are asked not to visit the patient.

Visitors should check with the nursing staff before bringing food to the patient. Patients may be on a special diet and certain foods may be restricted. Visitors and families should be respectful of other patients and keep noise at a minimum.

NUTRITION AND FOOD SERVICES

Room Service

Welcome to World Class Dining Services. During your stay we invite you to use our Room Service program to order you meals.

How the Dine Line Works

When you are taken to your room, your nurse will provide you with a menu as prescribed by your doctor. You will be shown how to place your meal orders via phone between the hours of 7:00 am and 6:30 pm every day *. Simply dial extension 3463 (DINE) on your phone. An individual will assist you in selecting proper foods according to your diet so that your meals reflect the best overall care for your specific needs.

Our goal is to deliver your meal within 45 minutes of the time you place your order.

If you would like to place an order early, we will take early requests for your next meal. We will take the order and the time you would like your meal delivered. We will make every effort to deliver your meal at the time you requested. If you are unable to place your own order, these other options are available:

- A family member can call in from an outside line to 703.558.5151.
- A manager or staff member can come by and help you place your order. You can either request this through your nurse or simply call extension 3463 and ask for assistance.

If you do not place an order with our Dine Line, a pre-selected meal will be sent to your room. Rest assured that if you receive this meal and find it not to your liking, you are welcome to call extension 3463 and order a different meal. * Be aware that the times to call by to avoid receiving the pre-selected meal are as follows:

Breakfast: 8:00 am – Delivery expected 8:45 am
Lunch: 12:00 pm – Delivery expected 12:45 pm
Dinner: 5:30 pm – Delivery expected 6:15 pm

Again, if you receive this meal and would like to order a different meal, you are welcome to call extension 3463. If you receive a pre-selected meal and you have already ordered, just ask our staff member to check that the meal you ordered is on the way.

Diabetic Patients

Whether you have ordered from the menu or are receiving a pre-selected meal, the time to expect your meal is as follows:

Breakfast: 7:30 am delivery
Lunch: 11:45 am delivery
Dinner: 5:00 pm delivery

You have the option to call extension 3463 and order a different meal if you have received a pre-selected meal and do not find it to your liking.

If you would like to reach the Dine Line prior to or after normal operating hours (7:30 am – 6:30 pm), please ask your nurse to contact Nutrition and Food Services.

If you experience any difficulties, please call either extension 5706 or 6622 and ask to speak with a manager.

Nutrition Services Additional Information:

Guest meal trays are available for visitors. Requests for a guest meal must be cleared through your nurse and then ordered by calling our Dine Line at extension 3463. The cost will be charged to the patient's bill.

Good nutrition is important to a speedy recovery. Registered dietitians are available for consultation and assure that your nutritional needs are met. If you have question or concerns about your diet, have your nurse contact the dietitian assigned to your floor.

The Virginia Hospital Center Nutrition Consultation Center offers outpatient counseling for the management of obesity, elevated blood cholesterol, diabetes, hypertension and other nutrition related concerns. Call the Nutrition Consultant at extension 6620 for more information.

Hours of Operation for Nutrition Services: Monday - Sunday

Dine Line 7:00 am – 6:30 pm

Food Court

Breakfast 6:30 am – 10:45 am

Lunch 11:00 am – 4:00 pm

Dinner 4:15 pm – 7:00 pm

Coffee Kiosk 7:00 am – 6:30 pm; Monday – Friday only (1625 Main Lobby)

HOUSEKEEPING SERVICES

Our staff is here to ensure the cleanliness of your room and bathroom, and to fulfill your housekeeping requests. For assistance, please contact extension 6466 or use the red “Hotline” button on the phone in your room to report a concern.

PATIENT SUPPORT SERVICES

Patient Relations

The Department of Patient Relations is open Monday through Friday from 8:30 am to 5:00 pm. A patient representative (patient advocate) can be reached by calling extension 6195. If you leave a message after hours, your request will be promptly answered the next working day. After hours, a nursing supervisor is on duty to assist with concerns and issues as they occur and can be reached at extension 8821.

The Department facilitates communication across disciplines and assists with many services which include, but are not limited to:

- Advance Directives
- Access to foreign language interpreters
- Access to interpretation services for hearing-impaired patients
- Access to resources for vision-impaired patients
- Assistance with resolving patient and family concerns and complaints
- Assistance with patient care conferences between the family and the Bioethics medical team
- Assistance in obtaining notary services for medical treatment documents.
Notary services are not available for any financial instruments, patients should seek support from their attorney.

The Quality Improvement Hotline is a 24-hour service to report patient care concerns as well as non-medical problems with food, phone, room temperature, etc. To access this service, simply press the red “Hotline” button on your room’s telephone and the operator will assist you.

Complaints and Grievances

Hospital staff strive to solve all problems at the unit or department level; however, if you should have a complaint please feel free to call Patient Relations at extension 6195. We will be happy to help resolve all issues. All patients should feel comfortable lodging a complaint without fear of reprisal.

If you desire, you also have the right to contact the Virginia Department of Health or the Joint Commission (JC).

State Health Department:

Commonwealth of Virginia Department of Health/Quality Healthcare Services,
3600 Broad Street, Suite 216, Richmond, VA 23240-4920
Phone: 800.955.1819

Joint Commission:

Email complaint@jointcommission.org or call; 1.800.994.6610.

CASE MANAGEMENT SERVICES

Discharge Planning

Our case managers are here for discharge planning to help you and your family with the transition from the Hospital to your home. Discharge planning begins when you are admitted to the Hospital. Case managers can assist you with arrangements for home health services, equipment, transportation, and alternative living plans (such as finding a nursing home). Social workers can also provide emotional support during your Hospital stay.

To contact the Case Management Department call extension 6275 between 8:30 am and 5:00 pm, Monday through Friday.

Chaplain

The Hospital has a full-time chaplain on staff available to minister to patients and/or families upon request, or to help you contact your own clergy. The chaplain may be reached by calling the Hospital operator or extension 6128.

A non-denominational chapel is located off the Main Lobby in building 1625 and is open 24 hours a day for those in need of a quiet place for reflection. A non-denominational service is held on Sundays at 10:00 am and is televised on closed-circuit TV (Channel 14).

Interpretive Services

Virginia Hospital Center is proud to offer a variety of services to patients who have special needs. These include services for foreign language interpretation and services for visually-or hearing-impaired persons. To seek assistance, ask any employee for assistance call the Hospital operator or a patient representative.

Service Animals

The American Disabilities Act (ADA) requires that all businesses and organizations serving the public allow persons with disabilities to have their service animal with them on-site. You may be asked if an animal is a service animal, or what tasks the animal performs for the patient. The Hospital is not required to provide care, food, service or a special place for a service animal to relieve itself.

If a patient brings a service animal to the Hospital, the Hospital can request the following:

- Documentation of the service animal's current vaccinations
- A list of tasks the service animal performs for the patient
- A contact person who will be available 24-hours a day to care for the service animal

Animals can be removed from the Hospital if they are out of control and the owner does not take corrective action, or if the animal poses a direct threat to the health or safety of others.

Special Hospital Signage

Assistive signage is located at all Hospital entrances in several languages (English, Spanish, Vietnamese, Korean, Farsi). Staff are given annual updates on the Hospital's special communications needs program and how to facilitate early access to interpreters.

Foreign Language Interpretation

- In-house medical interpreters
- On-call medical interpreters available if necessary
- Language line services located on all clinical units
- Patient Handbook available in both English and Spanish

Services for the Visually Impaired

- Braille telephones
- Audiocassettes of discharge instructions upon request
- Soft touch Braille devices
- All service animals allowed

Services for the Hearing Impaired

- In-house telecommunication services for the deaf (TDD phones)
- On-call sign language interpretation
- Virginia Relay Center for access to TTY/TDD
- Volume-controlled telephones
- DT interpreting program
- Closed-captioned televisions
- Pocket talkers
- All service animals allowed

PATIENT RIGHTS AND RESPONSIBILITIES

The Patient Self-Determination Act

In 1990, Congress passed the Patient Self-Determination Act. It requires healthcare institutions to communicate to patients and their communities about their rights under Virginia law to make decisions about medical care. These rights include the right to accept or refuse care, and the right to make advance directives about their care.

An Advance Directive is a document that states your medical treatment choices, or designates someone (who knows and respects your wishes) to make those choices for you if you become unable to do so.

A Living Will allows you to stipulate the kind of care you would want if you were to become terminally ill and require life-prolonging procedures.

A Durable Medical Power of Attorney for Healthcare allows you to designate someone to make treatment choices for you. If you would like assistance in completing a Medical Power of Attorney or a Living Will, please speak to your nurse. In addition, the chaplain or a patient representative (patient advocate) can assist you with an Advance Directive. The chaplain can be reached at extension 6128, and a patient representative can be reached at extension 6195.

Statement of Patient Rights and Responsibilities

The primary concern of Virginia Hospital Center is to provide the best care for each patient, and to help return him/her to optimum health as quickly as possible.

This commitment is made with the recognition that each patient is an individual, who is to be treated with dignity, and who, as a patient in this Hospital, regardless of prognosis, has certain rights and responsibilities.

These rights apply to neonates, children, adolescents (and their parents or guardian) and adults.

The following statements of Patient Rights and Responsibilities have been approved by the Board of Trustees and by the Executive Committee of the Medical Staff of Virginia Hospital Center.

These statements of Patient Rights and Responsibilities cannot be regarded as complete coverage of all said rights and responsibilities.

If a patient has questions or expresses the feeling that he/she has been denied any of these rights, the patient has the right to bring this to the attention of his or her physician, nurse, patient representative, or the administrator on call. This Bill of Rights is to be distributed to patients via the Patient Handbook located in each patient room.

Your Right to Quality Care

- A. You have the right to quality care delivered by professional people who have met all pertinent requirements.
- B. You have the right to know that your Hospital care is assured by the expertise and other requirements demanded of the medical and supporting staff and other personnel serving this acute care facility.
- C. You have the right to appropriate management of pain.
- D. You have the right to safe care that is delivered in a facility that complies with rigid safety standards. You have the right to know what measures are taken to ensure your safety such as disaster drills, fire drills, and inspections.
- E. You have the right to complain about the quality of your care and to have your complaint resolved, if possible.
- F. You or your representative have the right to discuss ethical issues that arise in your care. This may be done by referral to the Bioethics Committee. The purpose of the Bioethics Committee is to facilitate discussion and conflict resolution of bioethical issues and act in an advisory capacity to formulate options.

Your Right to Information

- A. You have the right to ask your physician for current information in understandable terms concerning your diagnosis, treatment and anticipated outcome.
- B. Your guardian, next of kin, or legally authorized responsible person has the right to exercise, to the extent permitted by law, your rights if you have been declared incompetent in accordance with the law; are found by your physician to be medically incapable of understanding the proposed treatment or procedure; are unable to communicate your wishes regarding treatment; or are a minor.
- C. You have the right to know names, positions, titles, and professional relationships of all persons caring for you.

Your Right to Recognition and Personal Dignity

- A. You have the right to be treated with respect and consideration at all times.
- B. You have the right to quality care regardless of race, color, religion, national origin, sexual orientation, or source of payment.
- C. You have the right to be addressed by your preferred name without undue familiarity.
- D. You have the right to a reasonable response to your request for treatment and services.
- E. You have the right to be acknowledged as an individual with personal value and belief systems. You have a right to exercise cultural and spiritual beliefs that do not interfere with the well-being of others or your planned course of medical therapy.
- F. You have the right to freedom from restraints used in the provision of acute medical/surgical care unless clinically indicated.
- G. You have the right to freedom from seclusion and restraints used for the management of behavior unless clinically indicated.

Your Right to Privacy

- A. You have the right to reasonable privacy when answering personal questions or undergoing physical exams.
- B. You have the right to personal privacy and confidentiality.

Your Right to Make Decisions About Your Healthcare Program

- A. You have the right to sufficient information to enable you to give informed consent prior to the start of any procedure and/or treatment.
- B. You have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of your refusal.
- C. You have the right to identification and appropriate treatment of primary and secondary symptoms that can respond to treatment regardless of prognosis if treatment is so desired.
- D. You have the right to leave the Hospital against medical advice to the extent permitted by law. If you leave the Hospital against advice, neither the Hospital nor your doctor will be responsible for any harm to you or to others as a result of this action.
- E. You have the right to information on the various educational or experimental programs that relate to your care. You may refuse participation in any part of these programs by speaking with the physician responsible for your care. Your decision will in no way prejudice your medical treatment.
- F. You have the right to donate your body (kidney, eyes, etc.) for transplantation or research.
- G. You have the right to prepare a Living Will and/or a Durable Power of Attorney for Healthcare. You have the right to appoint another person to make healthcare decisions for you.

Your Right to an Explanation of Your Bill

You have the right to information about your Hospital bill. (The Medicaid program does not allow the provider to furnish a copy of the bill to the patient.) You have the right to inquire about financial assistance in paying your bill. You have the right to inquire about help in filing your insurance forms.

Patient Responsibilities at Virginia Hospital Center

- A. You have the responsibility to cooperate with all Hospital personnel caring for you. You have the responsibility to ask questions if you do not understand directions that are given to you.
- B. You have the responsibility to be considerate of other patients and to see that your visitors are considerate as well, with reference to noise and number of visitors.
- C. You have the responsibility to be respectful of others, of other people's property, and of the Hospital's property.
- D. You have the responsibility to abide by Hospital rules and regulations.
- E. You have the responsibility for prompt payment of your Hospital bills, to provide the information necessary for insurance processing, and to be prompt about asking questions you may have concerning your bill.
- F. When you leave the Hospital, you have the responsibility to maintain the treatment recommended and to notify your doctor of any changes.
- G. You are responsible for any of your personal items that you do not put in the Hospital safe for safekeeping. These items may include, but are not limited to, eyeglasses, hearing aids, dentures, money, jewelry or items of personal value.
- H. You must disclose to Hospital physicians all medications you are taking.
- I. You may not have in your possession any medication or drug without your physician's approval as stated in a physician's written order.
- J. If you wish to change doctors, it is your responsibility to obtain a new physician and to notify your present physician of that intention.
- K. You have the responsibility to furnish the Hospital and your physician with a copy of any existing Advance Directive (Living Will, Durable Power of Attorney for Healthcare).

PATIENT CONFIDENTIALITY

Information about your medical condition is considered confidential. Friends and family members may call the Patient Information Desk at 703.558.6100 to obtain your room number and telephone number. Except where specifically authorized by state law, you have the right to determine the information the Hospital may release about you.

INFECTION CONTROL

Most infections can be prevented or contained by using some basic common sense and precautions, the most important of which is hand hygiene. Hands can be cleaned by washing with soap and water or by using an alcohol based hand sanitizer. It is important to perform hand hygiene before and after every patient contact. Healthcare workers in our Hospital will often wear gloves when doing procedures to protect the patient and prevent bodily fluids from getting on their hands. Staff may wear a gown to prevent bodily fluids from getting on their uniforms or simply during close contact with a patient. Staff may also wear protective eyewear and masks to prevent body fluids from splashing on their faces or to protect their faces when a patient coughs. These precautions will be taken whether or not there is a known infection. The Hospital follows the Centers for Disease Control and Prevention (CDC) guidelines that recommend measures to prevent the spread of specific infections, whether they are suspected or confirmed. Depending on the type of infection, gowns, gloves, masks, face shields, and/or a special room may be needed. It is important that Hospital staff, physicians, families, and visitors follow these safety measures.

PATIENT SAFETY/SPEAK UP

Taking an Active Role in Your Own Care

At Virginia Hospital Center patient safety is our first priority. During your stay as a patient you will meet many healthcare workers including doctors, nurses, case managers and dietitians. We require that all physicians and employees of the Hospital wear their ID badges to better help you recognize who is taking care of you.

Since you are the center of the healthcare team we ask that you take an active role in your care. If you have any concern about a patient safety issue please let your caregivers know. There are a few specific things you can do to help us serve you better.

- Tell your doctors and nurses as much as you can about your medical history. Let them know about any allergies to food or medicine you may have.
- Tell your doctors and nurses about any medication you are taking including over-the-counter medicine, eye-drops, herbs and vitamin supplements.
- Before you take a test or receive any medication, make sure your caregiver either checks your patient ID wristband or refers to you by name.
- If you are scheduled for an operation, make sure you know what type of surgery you are going to have done. Confirm the surgery with the doctor and/or those involved in prepping you.

- If you don't understand why you are taking certain medications, ask. If you are given a new medication that you were not informed about, it's okay to ask for information. We are happy to provide it.
- All caregivers should be washing their hands when they enter your room and when they exit to prevent infection. If they do not wash their hands, please speak up.

VISITOR INFORMATION AND OTHER HOSPITAL SERVICES

Parking

The Hospital has several parking locations for your convenience. There are three parking garages available that have been identified by the following colors: BLUE Parking, GOLD Parking and GREEN Parking.

When you arrive at the Hospital, please park your car in the parking garage best located for your Hospital stay or visit. If you will be leaving your car overnight, please tell the admitting clerk your car's make, color, license plate number and location.

Weekly discounted visitor parking passes are available from the cashier located in the lobby of the 1625 building.

1625 N. George Mason Drive - BLUE

Enter off N. George Mason Drive and turn right. Follow signs to BLUE parking and 1625.

1635 N. George Mason Drive - GOLD

Enter off N. George Mason Drive and turn right into the surface parking lot in front of building 1635. The underground GOLD parking garage is available if additional parking is needed.

1701 N. George Mason Drive – GREEN

Enter off N. George Mason Drive towards the Rose Benté Lee Ostapenko Outpatient Oncology entrance. The GREEN parking garage is on your left.

1715 N. George Mason Drive Medical Office Building - GREEN PARKING

Enter off N. George Mason Drive towards the Rose Benté Lee Ostapenko Outpatient Oncology entrance. The GREEN parking garage is on your left.

Special Parking Needs & Handicapped Parking

Available in all parking garages, beside the Emergency Department and parallel to N. George Mason Drive directly in front of the 1635 entrance.

Radiation Oncology - GREEN

Enter off N. George Mason Drive towards the Rose Benté Lee Ostapenko Outpatient Oncology entrance. The GREEN parking garage is on your left. Enter through the Rose Benté Lee Ostapenko Outpatient Oncology Center at the ground level of the 1701 entrance.

“Stork Parking”

Parking is available for expectant mothers in front of Women & Infant Health, building 1701.

Infant Photo Service

Virginia Hospital Center contracts with a private photo company to take photographs of your newborn during your stay with us in the Hospital. The photo company representative will wear a Virginia Hospital Center employee identification badge and will visit you in your room to provide a packet of information about the infant photo service. There is a fee for the infant photo service which is paid to the photo company. If you decide to have photos taken of your baby, the representative will bring the photo equipment to your room and the photos will be taken at your bedside. Your baby will not be taken from your room for the photograph. Use of the photo service is entirely voluntary.

Birth Registry

A Birth Registrar will visit you in your room after the birth of your baby. The Birth Registrar will provide you with a worksheet about your baby’s birth so you may receive a birth certificate. You must complete this worksheet before you are discharged from the Hospital. You will be able to request a Social Security Number (SSN) for your baby at the same time. Obtaining a SSN at birth is not necessary, but the baby will need to have one in order for you to claim the baby as a dependent on your tax return and/or to obtain a passport. To contact the Birth Registry for your infant’s birth records please call extension 6376 in the Hospital.

Your Mail and Flowers

Mail is delivered to nursing units once each day. Any mail arriving after your discharge will be forwarded to your home. Flowers are delivered daily as they arrive.

Smoking Policy

Virginia Hospital Center is a non-smoking campus. The Hospital is committed to promoting good health. To best protect you from the effects of tobacco smoke, smoking by patients, visitors, employees, physicians, students, and volunteers is prohibited in any area of the Hospital or on the Hospital grounds, including all entrances.

INFORMATION FOR YOUR VISITORS

Parking (please refer to page 21)

Refreshments/Meals

For our visitors convenience, the Hospital Food Court offers meals and snacks.

BREAKFAST: 6:30 am - 10:45 am

LUNCH: 11:00 am - 4:00 pm

DINNER: 4:15 pm - 7:00 pm

Vending Machines

Vending machines are located in the dining area of building 1625 adjacent to the Food Court and in the Emergency Department's waiting area. Vending machine areas are open 24 hours a day.

Self-serve floral arrangement vending machine is located just off of the lobby of the 1701 building.

Banking

ATM machines are located just outside of the Food Court on the first floor of the 1625 building, and on the ground level of building 1625 by the coffee kiosk.

Coffee Kiosk

Specialty coffees and foods are located on the ground level in building 1625 just beside the concierge desk and the gift shop.

Internet Kiosks

Kiosks with complimentary internet access and information about the Hospital are located in the lobby of the 1701 building, on the second floor of the 1625 building just outside the Intensive Care Unit (ICU) and in the hallway leading from the 1625 building to the Food Court of the 1625 building.

Gift Shops

Gift Shops are located off the lobby of both the 1625 and the 1701 buildings. Our Hospital Auxiliary proudly staff our gift shops and all of the proceeds benefit patient care.

1625 lobby gift shop hours: Monday – Friday, 10:00 am – 8:00 pm
Saturday, 10:00 am - 5:30 pm
Sunday, 11:00 am – 4:00 pm

1701 lobby gift shop hours: Monday – Friday, 11:00 am – 3:00 pm

Volunteer Services

Virginia Hospital Center is fortunate to have a strong Auxiliary and Volunteer program that provides many services to patients and families including:

- Admission and discharge wheelchair transportation
- Assistance with Information Desk duties
- Daily newspaper delivery upon request (please call extension 6100 if you would like a newspaper delivered to your room)
- Gift Shops in the lobbies of the 1701 building and the 1625 building
- Support of the Cancer Resource Center
- Assistance in patient care areas
- Assistance in patient relations

The Teal Center for Therapeutic Bodywork at Virginia Hospital Center

The Teal Center for Therapeutic Bodywork at Virginia Hospital Center provides professional massage therapy services to outpatients, visiting family members, Hospital staff and members of the community in their treatment suite just off the lobby of Women & Infant Health at Virginia Hospital Center, 1701 N. George Mason Drive. Massage therapy services are also available to Hospital inpatients, with a doctor's order, on a self-pay basis. Appointments are available Monday through Saturday from 9:00 am to 7:45 pm. Please call 703.558.5454 for more information. When making an appointment, please indicate that you would like to be seen at our Virginia Hospital Center location. Gift certificates are available. For more information, go online to www.TealCenter.com.

Discharge Information

Your doctor will decide when you can be discharged. The Hospital's checkout time is 11:00 am. Please make transportation arrangements to accommodate the 11:00 am checkout time.

Before you are discharged, your nurse and/or case manager will discuss discharge information with you, including special instructions for your recovery at home. Generally, they will ask if you have the help you need at home when you are discharged from the Hospital. If you need assistance at home, your nurse or case manager will arrange help for you. You will also be given written instructions upon discharge on how to care for yourself at home.

We want you to be very satisfied with your stay and rate Virginia Hospital Center as the best hospital where you can receive care. If you are not satisfied with your stay, we encourage you to please speak up. It is our goal to address your issues and resolve them during your hospitalization.

Please check your room carefully for your personal belongings. The Hospital will not be responsible for items left in patient rooms. We recommend an escort accompany you to the main lobby. If you are going home by car, your driver may use our pick-up lane in front of the main lobby. If you need a taxi, a direct telephone line to the Red Top Cab Company is available just outside the main lobby.

After you return home, you may be contacted by a registered nurse and or a polling organization asking you to participate in the Hospital's patient satisfaction survey. Please take a few minutes and let us know how you rate the services you received at Virginia Hospital Center so that we can continue to enhance and improve the care we provide our patients.

Paying Your Hospital Bills

If you were admitted through our Emergency Department, a member of our Patient Financial Services Department may come to your room to collect insurance information that was not obtained when you were admitted.

Virginia Hospital Center depends upon your payments to maintain its quality services. When you leave the Hospital, you will be asked to pay the amount of your bill not covered by insurance. This may include deductibles, co-payments, guest meal trays, or any other services not covered by your insurance plan.

Financial assistance may be available to patients with little or no income. These funds are available for Hospital services only. If you feel you may qualify for this assistance, please contact the Patient Financial Services Department at 703.558.6534.

The Hospital Cashier is located in the 1625 main lobby and is open from 8:00 am to 4:00 pm, Monday through Saturday. A final bill will be sent to you about four days after discharge, and may include any charges that had not been recorded at the time of your discharge.

Checks and some credit cards (Visa, Master Card, American Express and Discover) are accepted.

While at the Cashier, please remember to pick up any valuables that you may have stored in our safe. Only the patient or patient's official designee can sign for valuables.

If you plan to leave the Hospital when the Cashier is closed, please ask your nurse to have your possessions brought to you ahead of time. Have your nurse call the Cashier at extension 6138 no later than 4:00 pm or contact Safety/Security to open the safe.

Our Business Office will bill your insurance company. The date your claim was sent will be noted on your final bill. Your Hospital insurance coverage is a contract between you and your insurance company. We will do everything we can to expedite your claim. Please remember that any amount not covered by your insurance is your responsibility.

In addition to your Hospital bill, you will receive separate billings from your attending physician, Emergency Department physician, radiologist, pathologist, anesthesiologist or perinatologist, depending on the nature of your Hospital stay. These physicians are in private practice and are not employees of the Hospital; therefore, any questions regarding their bills should be referred to their respective offices.

YOUR MEDICAL RECORDS

You may have access to your medical records after discharge, when they are complete (subject to specific instructions by your attending physician and/or any legal constraints).

To obtain medical records you must sign a Release of Medical Information form. You will be charged the cost of making copies of your records. It may take up to 14 days to process a copy of your medical records. If you wish to review your records, please call the Health Information Management Department at 703.558.6116 (extension 6116 while in the Hospital) to make an appointment. You may access a Release of Medical Information form on the Hospital's web site, www.virginiahospitalcenter.com.

THE UTILIZATION REVIEW PROCESS

Federal health insurance plans and most private plans require review of the record of care you receive in an acute care Hospital setting to determine if your admission and continued stay is medically necessary.

Virginia Hospital Center's utilization review process is designed to minimize the cost of patient care by monitoring the use of the Hospital and its resources, primarily so that excess usage (and cost) is prevented.

Notification to Patients Regarding Data Collection by the Virginia Health Quality Center

Under federal law, healthcare services that may be paid for under the Medicare program are subject to review by authorized review organizations. These organizations must determine if the services are medically necessary, if their quality meets professionally recognized standards of healthcare, and if they are appropriately furnished in a Hospital or other healthcare institution.

The Virginia Health Quality Center has been designated as the Peer Review Organization responsible for the overall review activity of Medicare patients in this Hospital. For review purposes, certain information about your stay will be collected and analyzed. Federal law requires that information acquired for review purposes shall remain confidential, with unauthorized disclosure punishable by criminal penalties. Under policies of the Virginia Health Quality Center, medical information identifiable to individual patients may not be disclosed for other than review purposes.

VIRGINIA HOSPITAL CENTER FOUNDATION

A Tradition of Philanthropy

With more than 70 years of service to Northern Virginia and Washington, DC area residents, Virginia Hospital Center is built upon philanthropy. Our story dates back to the 1930s, when five women's clubs joined together to raise \$100 to start the Arlington Hospital Association. This small community project went on to become a 100-bed Hospital which has grown over the decades to be the Virginia Hospital Center of today.

In 2007, the Virginia Hospital Center Foundation was established to help ensure that the Hospital has the resources needed to continue providing the highest-quality healthcare by expanding services, offering the most advanced medical technology, and providing care to all in need, regardless of their ability to pay.

How will my contribution be used to support Virginia Hospital Center?

When you make a contribution to support the Virginia Hospital Center Foundation, you positively impact healthcare in your community. Every contribution, regardless of size, is needed and helps Virginia Hospital Center continue its:

- Commitment to excellence by supporting vital specialties and areas including Oncology, Cardiology & Cardiovascular Surgery, Women & Infant Health, Urology, Neuroscience, and Nursing. These resources are used to purchase new technology, enhance services, and ensure that our doctors, nurses and other healthcare professionals are trained on the latest advances in care.
- Commitment to the community by providing health and wellness programs such as screenings for breast and prostate cancer, classes for expectant parents, and health promotion activities for senior citizens.
- Commitment to care by providing services for low-income families who lack insurance or access to private care. The Arlington Pediatric Center is supported by Virginia Hospital Center, providing access to high quality healthcare for thousands of uninsured or underinsured children. In addition,

Virginia Hospital Center provides medical laboratory and testing services for patients of the Arlington Free Clinic.

How can I support Virginia Hospital Center?

There are many ways for you to support Virginia Hospital Center through the Virginia Hospital Center Foundation, including:

- **Gifts of Cash:** This is the most common and easiest form of giving. Your contribution is tax-deductible and can be made by check or credit card.
- **Gifts of Stock or Appreciated Securities:** Contributions of stock provide opportunities for philanthropy while realizing substantial tax benefits.
- **Gifts in Tribute:** Honor or memorialize a family member, friend or colleague with a gift to the Foundation.
- **Planned Gifts:** Create a legacy with a planned gift to the Foundation. Depending upon your personal financial goals, a planned gift can address a number of financial planning and charitable giving goals.

For more information or to make a gift, please visit www.virginiahospitalcenter.com. You may also contact the Foundation by phone at 703.717.4438 or by e-mail at foundation@virginiahospitalcenter.com.

DIRECTIONS TO VIRGINIA HOSPITAL CENTER

Virginia Hospital Center
1701 N. George Mason Drive
Arlington, VA 22205-3698
Phone: 703.558.5000

From the American Legion Bridge:

Right onto George Washington Parkway
Right onto Chain Bridge Road North (Rt. 123)
Right onto N. Glebe Road (Rt. 120)
Right onto Lee Highway
Left onto N. George Mason Drive

From Chain Bridge:

Straight onto N. Glebe Road (Rt. 120)
Right onto Lee Highway
Left onto N. George Mason Drive

From the Woodrow Wilson Bridge:

Take Exit 1 (Mt. Vernon Hwy.) to Washington Street
Left onto Washington Street
Washington Street becomes the George Washington Parkway
Left onto Spout Run
Right onto Lee Highway (Rt. 29)
Left onto N. George Mason Drive

From the Roosevelt Bridge:

During Non-Rush Hours:
Straight onto I-66 West
Follow directions for I-66 Westbound

During Rush Hour:

(4:00 pm - 6:30 pm weekdays; I-66 restricted to cars with 2 persons - HOV 2)
Right onto George Washington Parkway
Left onto Spout Run
Right onto Lee Highway
Left onto N. George Mason Drive

From I-66 Eastbound:

(6:30 am – 9:00 am weekdays; I-66 restricted to cars with 2 persons - HOV 2)
Eastbound traffic can exit at N. Fairfax Drive (Exit 71)
Left onto N. Glebe Road (Rt. 120)
Left onto Washington Boulevard
Right onto N. George Mason Drive

From I-66 Westbound:

(4:00 pm - 6:30 pm weekdays; I-66 restricted to cars with 2 persons - HOV 2)

Left onto N. Glebe Road (Rt. 120)

Right onto Washington Boulevard

Right onto N. George Mason Drive

From the 14th Street Bridge:

Straight onto I-395 South

Right onto N. Glebe Road (Rt. 120)

Left onto Washington Boulevard

Right onto N. George Mason Drive

From Springfield/Woodbridge:

Take I-395 North

Exit onto N. Glebe Road (Rt. 120)

Left onto Washington Boulevard

Right onto N. George Mason Drive

