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## Top 10 Tips for Patients at MedStar Washington Hospital Center

*Here are some helpful tips for your stay with us. You'll find more details in this booklet.*

- **Avoid Falls:** If you are wearing yellow socks or a yellow wristband, please ask for help before getting out of bed.
- **Billing:** If you have a question about your bill, you may contact the Financial Services Customer Service Unit at 410-933-2424 or 1-800-280-9006 for assistance.
- **Complaints, Concerns or Compliments:** Patient Advocacy is available to assist you with any complaints, concerns or compliments. Call the Customer Care Line at 202-877-4YOU (4968). After hours, you may leave a message, or if your matter is urgent, you will be directed to call 202-877-6235 to reach the Nursing Office, where your matter will be addressed immediately.
- **Discharge:** Discharge from the hospital is at 10 a.m. Nurse case managers and social workers are available to assist you and your family in making arrangements for post-hospital care if needed.
- **Food:** The cafeteria is located on the ground floor of the main hospital near the CD elevators. It is open every day from 6:15 a.m. to 9 p.m. Snacks, beverages, and fresh salads and sandwiches are available in the cafeteria vending machines. Snacks and beverages also are available from vending machines located on the ground, first, and third floors.
- **Internet Access:** Wi-Fi vouchers can be obtained from all nursing unit stations, and the Bus Circle Information Desk and Cancer Institute Information Desk, 8 a.m. to 4:30 p.m., Monday through Friday, and from the Main Lobby Information Desk, 7 a.m. to 8 p.m., seven days a week.
- **Mail:** If you are receiving mail or flowers while you are in the hospital, please make sure the sender knows your unit. This will ensure that your mail gets to you in a timely manner. Please note that flowers and plants are not allowed in intensive or intermediate care units.
- **Overhead Pages:** Do not be alarmed by overhead pages. Hospital staff members routinely practice alerts or codes. In the event of an emergency, staff members will give you necessary instructions.
- **Parking:** Parking is available for patients and visitors in the Physicians Garage and the Hospital Garage. Accepted payment methods are cash and all major credit cards.
- **Visitors:** Visitors are welcome from 9 a.m. to 9 p.m. on most nursing units. If you are in an intensive care or step-down unit, please check with the nursing staff. For the safety of all patients, only visitors 14 years of age and older are permitted in patient care areas.

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## Important Phone Numbers

Throughout this guide, we have listed phone numbers as five-digit extensions you can dial directly from any MedStar Washington Hospital Center telephone. To dial these numbers from home, simply add our area code (202) and 87 before the extension. For example, when dialed from home, ext. 7-4968 would be dialed [202-877-4968](tel:202-877-4968).

MedStar Washington Hospital Center . . . . .	202-877-7000
ADA Officer . . . . .	7-4YOU (7-4968)
Admissions . . . . .	7-7174
Billing Customer Service . . . . .	410-933-2424
Bioethics . . . . .	7-0246
Complaints, Concerns or Compliments (Customer Care Line) . . . . .	7-4YOU (7-4968)
Foundation . . . . .	7-GIVE (4483)
Gift Shop . . . . .	7-5893
Interpreting Services . . . . .	7-2100
Lost and Found . . . . .	7-6188
Nursing Office . . . . .	7-6235
Patient Information . . . . .	7-6267
Physician Referral . . . . .	7-DOCS (7-3627)
Police . . . . .	7-6188
Social Work . . . . .	7-6286
Spiritual Care . . . . .	7-7138

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## Table of Contents

Top 10 Tips for Patients at MedStar Washington Hospital Center . . . . .	1
Important Phone Numbers . . . . .	2
Admission. . . . .	4
Advance Directives . . . . .	5
Automated Teller Machines (ATMs) . . . . .	5
Cafeteria . . . . .	6
Compliments . . . . .	6
Complaints or Concerns . . . . .	7
Information for Patients with Disabilities . . . . .	7
Discharge . . . . .	8
Financial Information . . . . .	10
Food and Nutrition . . . . .	12
Gift Shop. . . . .	13
Health Care Team Members . . . . .	13
Home Health Care Services. . . . .	14
Internet Services . . . . .	15
Interpreting Services. . . . .	16
Non-Discriminatory Notice . . . . .	16
Optician . . . . .	16
Organ Donation . . . . .	17
Pain Management . . . . .	17
Parking . . . . .	18
Patient Advocacy . . . . .	19
Patient and Family Advisory Council for Quality and Safety . . . . .	19
Patient Privacy . . . . .	20
Patient Rights & Responsibilities. . . . .	20
Pharmacy . . . . .	23
Police. . . . .	24
Satisfaction Survey . . . . .	24
Smoke-Free Environment . . . . .	25
Social Work . . . . .	25
Spiritual Care . . . . .	25
Telephones. . . . .	26
Television . . . . .	27
Valuables . . . . .	28
Visiting Hours. . . . .	28
About MedStar Washington Hospital Center. . . . .	29
Your Medication Information. . . . .	30
Notes. . . . .	31

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## Admission

We want you to be as comfortable as possible during your stay at MedStar Washington Hospital Center. Your room assignment depends on the type of care you require. Some services are restricted to specific locations to ensure that you have the proper care for your condition.

MedStar Washington Hospital Center has a limited number of private rooms. They are assigned based on medical necessity, then on a first-come, first-served basis as they are available. Deluxe private rooms and suites in a hotel-like setting are available for an additional charge. Call ext. 7-7174 for more information.

Upon admission, the nursing staff will show you the various features in your room, including your bed's electronic controls and the nurse-call system. Here are a few suggestions to make your stay as safe as possible:

- Keep the top two side rails raised while you are in bed to avoid rolling out while you are asleep or under sedation.
- Store eyeglasses and dentures in the drawer of your bedside table. Place dentures in the special cup provided for that purpose—do not wrap them in tissues! Ask your nurse for a label with your name and room number to place on the cup.
- Do not use electric appliances, such as blow dryers and shavers. Battery-operated razors are acceptable.
- Inform your nurse of any medications or equipment you brought from home. Use them only if your doctor writes the order to do so, and use them under nursing supervision.
- Contact your nurse for an ADA assistive call bell and/or phone.

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## Advance Directives

An advance directive is a document (or an oral statement) in which you indicate your wishes regarding your medical care when you are not capable of making your own decisions. The two most common forms of advance directives are living wills and durable power of attorney for health care decisions documents.

- In a **living will**, you specify the kinds of medical care you do or do not want to receive in the event you are unable to make your own treatment decisions. It is important to remember that in most jurisdictions, a living will does not become effective until you are determined to be either terminally ill or in a persistent vegetative state (unconscious with no hope of regaining consciousness, even with medical treatment).
- In a **durable power of attorney for health care decisions** document, you choose a person (a health care agent) to make decisions about your medical care when you cannot do so yourself. Your health care agent is expected to make the same decisions that you would make for yourself. Therefore, it is up to you to be sure that he or she knows your wishes about health care decisions and is willing to carry them out. This kind of power of attorney becomes effective whenever you are not able to make your own health care decisions. When you are once again able to make your decisions, this document is no longer in effect.

These two kinds of advance directives can be combined into one document.

If you have any questions concerning advance directives, talk to your social worker, or call the Center for Ethics at ext. 7-0246.

## Automated Teller Machines (ATMs)

There are three ATMs in the hospital: in the Main Lobby, the cafeteria, and the Samet Atrium in the Physicians Office Building.

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## Cafeteria

Visitors will find a fresh and inviting array of food choices in our cafeteria located on the ground floor of the main hospital. A café in the Physicians Office Building will reopen soon.

### *Cafeteria:*

The Center Café, our large, full-service cafeteria, is located on the ground floor of the main hospital building. Follow the fork and knife signs on the ground floor to the cafeteria. Breakfast, lunch, dinner and snacks are available. The cafeteria is open every day from 6:15 a.m. to 9 p.m. Snacks, beverages, and fresh salads and sandwiches also are available in the cafeteria vending machines.

### **Snacks:**

Food and beverages are available 24 hours a day from coin-operated machines in the following locations:

- **Ground floor** – East Building
- **Ground floor** – at the canteen near the main cafeteria and the surgical waiting room
- **First floor** – in the MedSTAR waiting room, next to the Emergency Department
- **Third floor** – next to the operating room and the 3NW nursing unit

## Compliments

**SuperStars:** When our team members go that extra mile to offer true service excellence, they shine as SuperStars. You may nominate a staff member for our SuperStar employee recognition program by filling out a Stargram nomination form, which is available throughout the hospital. Your nurse can direct you to the closest display.

**Gifts:** Another special way to acknowledge the excellent care you received is by giving a gift honoring a specific doctor, nurse, program or unit at the Hospital Center.

To discuss gift-giving options in detail, please contact a staff member of Washington Hospital Center Foundation at 202-877-6558. The foundation is a not-for-profit 501(c)(3) organization that directly raises funds to support and advance programs and initiatives at the Hospital Center. Gifts to the foundation are tax-deductible in accordance with IRS regulations. Giving a gift in honor of a nurse or physician is a great way to show your appreciation for the care you received.

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## Complaints or Concerns

At MedStar Washington Hospital Center, we are partners with our patients and families, and we are committed to open and honest communication at all levels. If you have an issue or a complaint to discuss, you should first turn to your health care team: your doctor or nurse. If they are unable to resolve your issue, we recommend that you speak to a patient advocate. You may reach our Patient Advocate office through our Customer Care Line at ext. 7-4YOU (7-4968).

The Customer Care Line also can assist you with:

- Directions to and from the hospital
- Notary services
- Lodging arrangements near the hospital
- Information about services and amenities
- Issues regarding access to public accommodations or other assistance due to a disability

## Information for Patients with Disabilities

MedStar Washington Hospital Center is committed to the principles of equal access and opportunity for persons with disabilities in compliance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

### *Your Rights and Remedies under the Law*

Title III of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 guarantee Hospital Center patients and guests with disabilities full and equal access to the Hospital Center's services, facilities and equipment, free from discrimination due to disability.

This right includes physical access to equipment and facilities; policies, practices and procedures that ensure equal access; reasonable modifications to policies to meet disability-related needs; and effective communication for those with hearing and vision impairments.

If you believe that you have been discriminated against on the basis of a disability, you may:

- Contact the Hospital Center's Patient Advocacy Department/ADA Disability Assistance Line at 202-877-4YOU (4968).

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- File a complaint under the ADA with the U.S. Department of Justice, Civil Rights Division. For more information, call 1-800-514-0301 (voice) or 1-800-514-0383 (TTY).
  - File a complaint under the Rehabilitation Act with the U.S. Department of Health and Human Services. For more information, call 1-800-368-1019 (voice) or 1-800-537-7697 (TTY).
  - File a lawsuit under the ADA and/or Rehabilitation Act.

You also may visit our website, which provides additional information for patients with disabilities. The website can be accessed at the following address: [www.medstarwashington.org/PatientsWithDisabilities](http://www.medstarwashington.org/PatientsWithDisabilities).

## Disability Assistance

To obtain disability-related assistance:

- Inform the Hospital Center representative of your particular needs when scheduling an inpatient or outpatient visit.
- Remind the admissions personnel or receptionist of your needs upon arrival at the Hospital Center.
- Consult with your nurse, doctor or other care provider about your specific needs.

If you need further assistance, please contact the Customer Care Line at 202-877-4YOU (4968).

## Discharge

### *Leaving the Hospital*

Nurse case managers and social workers can help you and your family make arrangements for post-hospital care. The staff can help arrange for a nursing home or aftercare facility; suggest physical or financial services; arrange for a visiting nurse, hospice or other home care services; and refer you to community resources.

It is wise to begin planning for any needed post-hospital care or services early in your hospital stay to ensure a safe and appropriate discharge plan. Also, plans need to be coordinated with your insurance carrier, as insurance coverage varies.

Please plan ahead to assure your safe and timely discharge. Official discharge time is 10 a.m. On the day of discharge, please make arrangements to leave promptly at 10 a.m. Your cooperation is appreciated so we can accommodate incoming patients.



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After your physician has written your discharge order, the nurse will review your discharge instructions with you and provide any prescription medications ordered by your physician. You will be escorted to the Main Lobby, where you will turn in a copy of the discharge order at the cashier's window. Your bill will not be fully itemized at the time of your discharge. It will be mailed to your home. Your nurse will help you reclaim any valuables you have secured with the MedStar Police.

Courtesy parking validation is available to patients on the day of discharge within a 24-hour period only. Parking must be validated before you leave the garage. (See the "Parking" section.)

### ***Continuing Your Recovery***

After your stay at MedStar Washington Hospital Center, you may need additional follow-up care to help you reach your maximum level of recovery and independence. Many patients benefit from medical rehabilitation, especially individuals with spinal cord injury, stroke, brain injury, cardiac conditions or a variety of orthopaedic conditions.

MedStar National Rehabilitation Network (MedStar NRH) offers inpatient, day treatment and outpatient services across from MedStar Washington Hospital Center at MedStar National Rehabilitation Hospital, and at more than 40 outpatient centers in Washington, D.C., Northern Virginia and Maryland.

Teams of physical, occupational and speech therapists, physicians and psychologists design treatment plans for each patient to treat conditions, such as amputation, arthritis, back and neck pain, brain injury, cancer, cardiac and heart conditions, concussion, fibromyalgia, foot and ankle disorders, hand and upper extremity problems, stroke, spinal cord injury, and sports- and work-related injuries.

MedStar NRH is consistently ranked as one of America's Best Hospitals in rehabilitation by *U.S. News & World Report* and has fully accredited specialty programs for amputation, brain injury, stroke and spinal cord injury.

### ***Ethics Consultation Service***

MedStar Washington Hospital Center has a multidisciplinary Bioethics Committee and consultation service team. The Bioethics Committee meets once a month to discuss ethical issues that affect members of the Hospital Center staff, and provides education and policy advice to the Hospital Center.

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If you have any questions about ethics or would like to talk with a member of the Hospital Center's Bioethics Committee about an ethics issue, call ext. 7-0246. This number also will give you access to information about the Hospital Center's ethics consultation service, which is available to patients, families, medical and hospital staff 24 hours a day, seven days a week.

## **Financial Information**

### *Pre-admission*

If you have health insurance, it is always a good idea to be familiar with your insurance plan and/or contact your insurer before coming to the hospital. Understanding your referral, authorization and financial requirements will help avoid any potential delays or issues. To pre-register your scheduled inpatient admission or outpatient surgery, call 410-933-8200. If you are out of area, call toll free at 1-866-423-2734 from 6:30 a.m. to 9 p.m., Monday through Friday, and 9 a.m. to 1 p.m., Saturday. Please have your insurance information available.

### *Financial Assistance*

MedStar Washington Hospital Center is committed to ensuring that patients who lack financial resources have access to necessary hospital services. In meeting this commitment, the hospital's Financial Counseling office will work with uninsured patients to determine eligibility for state and/or federal assistance programs. In addition, financial counselors can assess financial discounts and long-term payment arrangements. To determine the amount of discount (which is based on income, family size and assets), you will be required to provide, in writing, proof of income and other financial information. To find out if you are eligible for financial assistance, please visit our Financial Counseling office or call ext. 7-6667, or from outside the hospital, call 202-877-6667.

### *Billing Policy*

MedStar Washington Hospital Center will submit bills to your insurance company and do everything possible to expedite and resolve your claim. However, please be aware that the patient is ultimately responsible for payment of all bills, and payment is expected upon receipt of statement(s). It also is your responsibility to contact your insurer to ensure that all requirements, such as authorizations, have been properly performed by your physician.

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If you are an uninsured (self-pay) patient, you will be sent a bill within a week of your inpatient or outpatient services. You will receive subsequent monthly statements and/or letters indicating your new balance after payments or adjustments.

### ***Hospital Billing Statements***

MedStar Washington Hospital Center bills for physician services separately from hospital services. Most patients will receive at least two bills from the Hospital Center: one for hospital (facility) services and one for hospital-employed physician services. You also may receive other bills from non-Hospital Center staff that are related to your stay.

### ***Inpatient Facility Statements***

If you are covered by insurance, a claim for payment will be sent to your insurance company within a week of your discharge from the hospital. At the same time, you will be sent a statement notifying you that your insurance has been billed. Once your insurance company has made the payment, you will be billed for any charges or portion your insurance company did not cover. Monthly statements and/or letters will be sent to you indicating your new balance after any payments or adjustments.

### ***Outpatient Facility Statements***

If you are covered by insurance, a claim will be sent to your insurance company within a week of your visit to the hospital. Once your insurance responds, you will be sent an itemized statement of charges, insurance payment(s) and/or adjustment(s), and any amount not covered by insurance. Monthly statements and/or letters will be sent to you indicating your new balance after any payments, adjustments or new charges.

### ***Physician Billing Statements***

MedStar Washington Hospital Center Physician Billing Services bills for the hospital's professional staff, which includes physicians, physician assistants, nurse practitioners, certified nurse midwives, psychologists and social workers.

If you are covered by insurance, you will be sent a bill after insurance payment is received and patient liability, if any, has been determined. If you are a self-pay patient, you will be sent an initial statement within a week of your visit. Monthly bills will be sent with any outstanding balance.

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## ***Statements for Other Professional Services***

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these physicians in diagnosing/interpreting tests while you were a patient. Pathologists, radiologists, cardiologists and other specialists perform these services and are required to submit separate bills.

## ***Billing and Payment Questions***

The Patient Financial Services' Customer Service Unit (CSU) handles and resolves patients' telephone requests and inquiries concerning billing issues for both inpatient and outpatient facility accounts. The CSU will provide itemized bills and information concerning payment arrangements and other payment options upon request. Financial assistance applications are also available for patients who are experiencing difficulty meeting their financial obligations.

The CSU takes calls from 7 a.m. to 7 p.m., Monday through Friday, and can be reached at 410-933-2424 or 1-800-280-9006 (out-of-area, toll free). You may refer to the brochure titled "Important Information Concerning Your MedStar Washington Hospital Center Bill," which is available in the admissions and patient registration areas, for more detailed information concerning the hospital billing process.

Because several billing offices handle customer services for physician billing accounts, questions about a physician's bill should be directed to the telephone number on the bill.

## ***Cashier's Office***

The cashier's office is located in the Main Lobby and is open from 8 a.m. to 4:30 p.m., Monday through Friday.

## **Food and Nutrition**

Good nutritional care is an important part of your recovery. Your diet is ordered by your physician, and depends on your diagnosis and medical condition. Our staff of professional, registered dietitians is available to assess your nutritional requirements and provide individualized nutrition counseling. Group classes on heart-healthy and diabetic nutrition also are offered. Please check with your nurse for further information.

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We are committed to providing our patients with quality foods that are well prepared and attractively served. Our menu offers a selection of hot and cold entrees, daily specials and a variety of choices to accommodate individual dietary preferences, including small plates for those who want smaller portions.

**Pavilion Meals:** For patients in the Pavilion (5NW), gourmet meal service is standard for each meal. Guests are welcome to join patients for meals. There is an additional charge for guest meals.

**Snacks:** Snacks, nourishments and kosher meals also are available. Ask your nurse to arrange this service for you.

## **Gift Shop**

Branches Gift Shop, located in the Main Lobby, sells newspapers, magazines, paperback books, toiletry articles, candy, toys, flowers, plants, balloons, a large gift assortment and greeting cards. Branches is open Monday through Friday from 9 a.m. to 8 p.m., and Saturday and Sunday from 11 a.m. to 6 p.m. For more information, call ext. 7-5893.

## **Health Care Team Members**

You are the most important member of your health care team, and several key people also play a role in ensuring your recovery. We suggest you make a point of asking staff members about their jobs. Their functions are usually specialized, and knowing what each person does can help you stay informed. At MedStar Washington Hospital Center, we are focused on your safety. Feel free to ask your medical team members if they have washed their hands. We appreciate the reminder.

### ***Nursing***

A registered nurse (RN) will provide your care, assisted by a patient care technician (PCT). The Hospital Center also employs expert specialty nurses to provide the best, most up-to-date care for complex health needs. For example, a nurse specially trained in wound care may tend to a complex wound. These specialists may work directly with you or support your nurse.

The unit leadership team includes a nursing director and patient care managers. They oversee all patient care on the unit and have administrative responsibilities. One of the nursing leaders will visit you daily to make sure all your needs are being met.

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## *Advanced Practice Clinician*

Advanced practice clinicians (APCs) are licensed health care providers and may include anesthesia assistants (AA), certified nurse anesthetists (CRNA), certified nurse midwives (CNM), nurse practitioners (NP) and physician assistants (PA). These professionals are members of the hospital's Medical and Dental Staff. In collaboration with your physician, they can diagnose injuries and illnesses, and manage your medical care.

## *Physician*

Your doctor supervises all aspects of your care. Your physician team may include many highly experienced medical specialists to diagnose and treat your condition. Ask your physician any questions you have concerning your care or condition.

## *Hospitalist*

One or more hospitalists may care for you during your stay. A hospitalist is a physician who specializes in caring for patients while they are hospitalized. The hospitalists at the Hospital Center are board certified in internal medicine. Hospitalists do not see patients outside the hospital, so they are able to give you their complete attention. The hospitalist communicates with your primary care physician as needed throughout your hospital stay, and ensures a smooth transition back to your primary care physician once you leave the hospital.

## **Home Health Care Services**

When you are recovering from an illness, injury or surgical procedure, there is no place like home. MedStar Visiting Nurse Association (VNA) provides nurses, therapists, medical social workers and home health aides who offer a full range of health care services in patients' homes. MedStar VNA can help you regain your independence and heal safely.

A licensed home care professional schedules visits depending on each patient's unique needs. Generally, home care team members visit two or three times per week, but some patients may need more or fewer visits. Visits usually last less than an hour.

### *Home health care services include:*

- Skilled nursing
- IV therapy and nutritional support

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- Rehabilitation: physical, occupational and speech therapies
  - Medical social work
  - Activities of daily living support (bathing, grooming, walking and cooking)
  - Personal care services (private pay)
  - After hours care and support

### ***Specialized nursing, rehabilitation and education programs include:***

- Telemonitoring
- Wound, ostomy and continence care
- Fall prevention and home safety assessment

### ***Eligibility requirements include:***

- Patients must have a medical condition that requires the skill of a licensed professional on an intermittent, part-time basis.
- Patients must be under the continuing care of a doctor who will work with the home health care service provider.
- Patients must be homebound, as required by Medicare and some insurance policies.

Services are provided in Maryland, the District of Columbia and Virginia. For more information, call 1-800-862-2166, or go to [www.medstarvna.org](http://www.medstarvna.org) and click on Home Health Care.

## **Internet Services**

The hospital does not provide laptops and is not responsible for the security of personal laptops or other wireless devices. You may use your own laptop computer, radio, music-playing device or DVD player if these items are battery-operated and have earphones. Please make sure that you keep track of these items because the hospital cannot be responsible for them.

We offer free Internet services to patients, visitors and guests. Vouchers are required for Internet access and are available at all nursing unit stations, the Bus Circle Information Desk and Cancer Institute Information Desk from 8 a.m. to 4:30 p.m., Monday through Friday, and the Main Lobby Information Desk from 7 a.m. to 8 p.m., seven days a week.

Wireless access locations include the Main Hospital and the East Building

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(excluding 2K & 2L). If headphones are not used, all sound features and webcams must be turned off at all times. Users must consult with caregivers prior to plugging a laptop into an outlet.

If a patient or guest needs assistance in connecting to the Internet, contact the MedStar Health Wireless Help Desk at 1-866-833-1463.

## **Interpreting Services**

Foreign language and American Sign Language (ASL) interpreters are available to assist you in communicating with hospital staff. The hospital also has live interpreters available by video and by telephone. If you require language assistance, please ask the Admissions department representative, or your nurse to call Interpreting Services at ext. 7-2100.

## **Non-Discriminatory Notice**

Under District of Columbia law, this health care provider has an obligation to make its services available to all people in the community. This health care provider is not allowed to discriminate against a patient or applicant for services because of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, sexual preference, gender identity, family responsibilities, matriculation, political affiliation, physical handicap, source of income, place of residence or business, or because a patient or applicant for services is covered by a program such as Medicare or Medicaid.

This health care provider also is obligated to provide a reasonable volume of services without charge or at a reduced charge to persons unable to pay. If you believe that you have been improperly denied services because of inability to pay, contact the Admissions department or Business Office of this health care provider, or call the District State Health Planning and Development Agency at 202-442-5875.

## **Optician**

Eyeglass prescriptions can be conveniently filled at Wagner Opticians. Wagner also provides emergency eyeglass repair service. Eyeglass accessories, such as magnifiers and readers, are available for purchase. Hospital patients requiring eyeglass assistance can call Wagner Opticians, and a representative will visit their room. Wagner Opticians is located in the Physicians Office Building North Tower, Suite 1100, between the Samet Atrium and the Physicians Office



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Garage. For eyeglass assistance or more information, call 202-882-0102 or fax 202-882-1730.

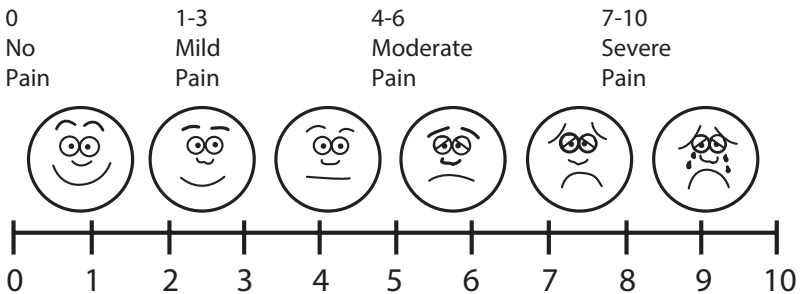
## Organ Donation

Transplants of the kidneys, heart, pancreas, liver, cornea, bone marrow, bone and skin are widely accepted forms of medical therapy and are highly successful. However, the number of people waiting for transplants is far greater than the number of people who donate organs. As a result, thousands of adults and children die waiting for their gift of life.

MedStar Washington Hospital Center encourages everyone to sign an Organ Donor Card and to discuss that decision with family members. Discussing and planning for organ and tissue donation while you are in good health can offer comfort and direction for your family if they ever are faced with the decision. For more information about organ and tissue donation, call the Washington Regional Transplant Community at 703-641-0100.

## Pain Management

Pain Intensity Scale: Use this scale (see below) to rate your pain. If you have difficulty rating your pain using numbers, ask your nurse for an alternative pain scale.



You have a right to relief from pain. There are a variety of ways to control pain. Pain medicine blocks pain messages to your brain. Other approaches to pain relief include applying hot or cold treatments or listening to music. Our goal is to reduce your pain as much as possible.

All patients are unique and need their own pain control plan. The best way to control pain is to begin pain relief treatment before the pain becomes severe. You should continue pain medication on a regular basis to break the pain cycle.

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Pain medication comes in a variety of forms, including oral, rectal, skin patch (medicine is gradually absorbed through the skin), patient-controlled analgesia (PCA) pump (intravenous medication that allows you to add an extra dose when you need prompt pain relief), and epidural (medicine delivered continuously through a small tube in your back).

***To find the best pain control methods for you, talk with your doctor or nurse about:***

- Pain medicines you have taken in the past and how well they have worked for you.
- Fears and concerns that you have about pain medicine or treatment. Don't be concerned that you'll develop an addiction to pain medicine. Studies show that few patients become addicted to pain medicine.
- Keep your doctor or nurse up-to-date about your pain so he or she can help you keep it under control. You will be asked to use a tool called a Pain Intensity Scale to help determine your level of pain.

## **Parking**

Valet parking is available at the main entrance of MedStar Washington Hospital Center, 7 a.m. to 8 p.m., Monday through Friday, except on holidays. Discount options are available for patients and visitors, and may be purchased in the Parking Management Office.

Validation stickers are sold in books of 10 for \$50 per book. One validation sticker is used per trip for a maximum stay of 24 hours. Validation stickers can be shared among patients and visitors, and do not expire.

A 10-day Pass Card allows a visitor or patient unlimited access to the parking garage for 10 consecutive days. The pass card costs \$55 (\$5 refundable deposit is included) and can be reloaded in 10-day blocks at any time. Discount parking options are for patients and guests only, and are not refundable. The Parking Management Office is located on the ground floor of the Hospital Garage and is open from 7:30 a.m. to 4 p.m., Monday through Friday, except on holidays. For more information, call ext. 7-7275.

Complimentary parking is available to blood donors and admitted patients on the day of discharge only. Vehicles staying more than 48 hours must register with the Parking Office.

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There are two parking garages for patients' and visitors' use.

The [Physicians Office Garage](#) entrance is open from 6 a.m. to 6 p.m., Monday through Friday. The exit closes at 11 p.m.

The [Hospital Parking Garage](#) is closest to the hospital's main entrance. It is open 24 hours a day, seven days a week.

All major credit cards and cash are accepted. Please remember where you park. Keep your ticket and note the space number.

## Patient Advocacy

The Patient Advocacy department is located on the first floor in 1B15. It provides the following services:

- Use of a fax machine
- Patient information
- Assistance with concerns and complaints

For more information, please call the Customer Care Line at ext. 7-4YOU (7-4968).

## Patient and Family Advisory Council for Quality and Safety

The Patient and Family Advisory Council for Quality and Safety (PFACQS) is an initiative to advance the practice of patient- and family-centered care at MedStar Washington Hospital Center. This initiative involves patients and families in the improvement of such processes as how food is delivered to patient rooms, handwashing observations, and improved communication between caregivers and patients/family. PFACQS embodies partnership and open communication about what works well and what could work better. The council consists of patients, family members or friends of patients, community leaders and health care professionals from MedStar Health, all working to improve the safety and quality of care, with a commitment to putting patients first. For more information, as well as an application, go to MedStar Washington Hospital Center's website, [www.medstarhealth.org/washington](http://www.medstarhealth.org/washington), and click on the Patients & Visitors tab. Then click Patient Information (yellow bar on the left) and choose Patient & Family Advisory Council for Quality & Safety, or call 855-248-8800.

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## Patient Privacy

### *Our Obligation to You*

We value the privacy of your medical information as an important part of our patient-first pledge. We view the protection of patient privacy as an essential component of our vision to be the Trusted Leader in Caring for People and Advancing Health and our mission to serve our patients. We strive to use only the minimum amount of your health information necessary for the purposes described in our Notice of Privacy Practices, which you received upon admission.

We collect information from you and use it to provide you with quality care and to comply with certain legal requirements. We are required by law to maintain the privacy of your health information, and to follow the terms of our most current Notice. When we disclose information to other persons and companies to perform services for us, we will require them to protect your privacy. There are other laws we will follow that may provide additional protections, such as laws related to mental health, alcohol and other substance abuse, and communicable diseases or other health conditions.

## Patient Rights & Responsibilities

MedStar Washington Hospital Center wants you to receive quality care. As a patient at the Hospital Center, it is important to realize that you have rights and responsibilities. This summary of patients' rights and responsibilities describes how you can participate in receiving quality care. Complete information regarding your rights and responsibilities is available from the Center for Ethics at ext. 7-0246.

Feel free to discuss this list with your doctor or the nurse manager on your unit. If you have further questions, call the Customer Care Line at ext. 7-4YOU (7-4968). If you have any concerns about patient care or safety in the hospital that have not been addressed by hospital management, you may report those concerns to the D.C. Department of Health complaint hot line number at 202-442-5833 or The Joint Commission at 1-800-994-6610.

### *Respect*

#### Your Rights

- To be treated with respect and courtesy
- To receive safe, considerate, ethical and cost-effective medical care
- To have your individual cultural, spiritual and psychosocial needs respected

- 
- To have your privacy and personal dignity maintained
  - To expect that information regarding your care will be treated as confidential

### **Your Responsibilities**

- To respect hospital personnel
- To respect caregivers' efforts to provide care for other patients
- To respect hospital property
- To be considerate of other patients and to see that your visitors do the same

## *Treatment*

### **Your Rights**

- To receive treatment regardless of race, religion, gender identity, sexual orientation or any other discrimination prohibited by law
- To receive emergency treatment regardless of ability to pay
- To expect reasonable continuity of care, and to be informed of available and realistic care options when hospital care is no longer appropriate
- To have your needs for pain management addressed and treated
- To be free from the use of restraints and/or seclusion unless clinically necessary

### *Your Responsibilities*

- To follow your caregivers' instructions and help them in their efforts to return you to health
- To inform your caregivers if you think there may be problems in following their instructions
- To participate in decision-making about your medical care
- To recognize the impact of lifestyle on your personal health
- To ask your treating physician if he or she has any conflicts of interest that may directly affect your care

## *Advance Directives*

### **Your Rights**

- To have an advance directive (Living Will and/or Durable Power of Attorney for Health Care Decisions)
- To obtain information regarding an advance directive
- To have your advance directive (if you have one) included in your medical record

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- To have your advance directive followed to the extent that is medically appropriate and lawful

### **Your Responsibilities**

- To inform the hospital if you have an advance directive
- To give the hospital a copy of your written advance directive (if you have one)

## ***Information***

### **Your Rights**

- To understand your diagnosis and treatment, as well as the possible outcomes, risks and benefits of your care
- To have information regarding your medical treatment explained to your family member, same-sex partner or other appropriate individual when you are unable to participate in decisions about your care
- To have access to foreign language or American Sign Language interpreter, and/or adaptive equipment if necessary
- To be advised of hospital policies, procedures, rules and regulations that may affect your care
- To be aware of any proposed hospital research in which you may be involved
- To be aware that the hospital's Bioethics Committee is available to you to discuss ethical issues related to your care
- To understand that your caregivers may be both teachers and students.
- To know the names and titles of your caregivers
- To see your medical records (in accordance with hospital policy and/or the law)
- To review your bill and to have any questions or concerns you have adequately addressed

### **Your Responsibilities**

- To provide the hospital with accurate and complete information about your medical history
- To ask your caregivers for more information if you do not understand your illness or treatment
- To provide the hospital with necessary payment and/or insurance information

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## *Involvement*

### **Your Rights**

- To be involved in decisions concerning your care
- To have your family members, same sex-partner and/or others involved in decisions about your care
- To have your family members, same-sex partner and/or others excluded from participating in decisions about your care
- To discuss any treatment planned for you
- To give your informed consent or informed refusal for treatment
- To leave the hospital or request a transfer (in accordance with hospital policy and/or the law)
- To refuse to be treated by a student
- To consent or decline to participate in clinical research

### **Your Responsibilities**

- To abide by hospital rules and regulations
- To keep your appointments
- To pay your bills on time
- To inform the hospital if you believe your rights have been violated

## **Pharmacy**

Prescriptions can be conveniently filled at the MedStar Pharmacy. The pharmacy can fill prescriptions, refills, transfers and special orders, and can provide compounds and injectable products. Most major prescription insurance providers and Workers Compensation are accepted.

To save time, work with your care provider to have your prescriptions faxed to 202-877-8473 or sent by tube to station 106, at least one hour before your planned discharge. Make sure a copy of your prescription insurance information is included. Your prescriptions will be ready for you when you leave the hospital.

MedStar Pharmacy is located in Suite 1200 of the Physicians Office Building North Tower, in the hallway between the Samet Atrium and the Physicians Office Garage. The pharmacy is open from 8 a.m. to 6:30 p.m., Monday through Friday. For additional information, call the pharmacy at ext. 7-6309. Prescriptions can be faxed to 202-877-8473.

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## ***Bedside Delivery Available through the MedStar Pharmacy***

Filling prescriptions is now easier and more convenient than ever. The outpatient MedStar Pharmacy offers FREE bedside delivery of prescriptions prior to discharge for inpatients.\* Once requested, a bedside delivery technician will assist in preparing your prescription and deliver it to your room before you leave the hospital. This service is available Monday through Friday between 10 a.m. and 6 p.m. Payment can be made by cash, credit card or check. Talk to your nurse for more details and to request bedside delivery service. \*Patient is responsible for prescription co-pays.

## **Police**

MedStar Washington Hospital Center Special Police manage the entrances at the Main Lobby, Bus Circle, Washington Cancer Institute, Physicians Office Building and the Emergency Department. They can assist you with directions around the hospital as well as with taxi service, Washington, D.C., information and directions to area services and locations.

## **Satisfaction Survey**

As part of our commitment to continuously improve the patient experience at MedStar Washington Hospital Center, we attempt to contact our patients by telephone two times following discharge from the hospital.

You will receive the first call from one of our nurses about three days after you have been discharged. In this call, we will ask you how you are feeling, we will make sure you are taking your medications, and ask if you have made an appointment to see your doctor. We also will answer any questions you may have.

You will receive a second call about four to six weeks later from an independent company asking you some questions about your experience while you were a patient at the Hospital Center. Please take a few minutes to respond to this survey. Your comments and suggestions will be shared confidentially with our managers and staff. This feedback helps us to improve our patient care services and recognize associates who personally make a difference in the lives of our patients.



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## Smoke-Free Environment

MedStar Washington Hospital Center prohibits everyone from using tobacco products anywhere inside or outside the Hospital Center, including vehicles parked on the hospital campus and offsite locations owned by the Hospital Center. Hospital staff members are encouraged to intervene if they observe individuals smoking on campus. Tobacco products include, but are not limited to, cigarettes, cigars, chewing tobacco and pipes. Upon your admission to the hospital, please notify the admissions staff if you use tobacco. This information will be forwarded to your physician, who can make arrangements to provide you with tobacco-abatement products or discuss alternative resources for you. Smoking can delay your recovery from procedures.

Smoking Cessation: Smoking cigarettes tops the list of major risk factors for the nation's number one killer—heart and blood vessel disease—as well as a long list of other diseases. Smoking also harms thousands of non-smokers who are exposed to cigarette smoke. If you are a smoker and would like to quit, ask your nurse for educational materials related to smoking cessation.

## Social Work

Social work staff members are available to provide emotional support during health care crises, such as an unexpected critical or terminal illness, and to refer you to community resources for counseling about personal or family issues. You may reach a nurse case manager or social worker through the nursing staff on your nursing unit, your physician, or by calling ext. 7-6286.

## Spiritual Care

The Spiritual Care department represents a variety of faith traditions and seeks to provide special events and services that respect the importance of spirituality and faith in healing. A chapel is located on the first floor (1B-12) and is open 24 hours a day.

- **Community Centering Moments** are offered at 9 a.m. daily in the chapel.
- **Catholic Mass** is held at noon, Sunday through Friday, and at 7:30 p.m. Saturday.
- **A Muslim prayer room** is located in room GD-02.
- **Jewish services** are held as arranged by the rabbi.

For more information, contact the chaplain on call at ext. 7-7138.

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## Telephones

For your convenience, every room is equipped with a telephone. You may make local calls free of charge. To make local calls in area code 202, dial 9, wait for a second dial tone, and then dial the desired number. To make local calls to area codes 703, 240, 301 or 571, dial 9, area code and then the desired number. To make a long-distance call, dial 9, then 0, followed by the area code and number. An operator will ask for your credit card or home telephone number.

To provide a safe patient environment, the use of cellphones is limited in patient care areas. Please maintain a distance of at least 3 feet between your cellphone and any medical equipment.

Special equipment is available for hearing-impaired patients. As a hearing-impaired patient, you have the right to effective communication and equal access to the services the Hospital Center provides. The staff is ready to assist you in obtaining whatever method of communication you prefer during your stay. There is no charge for these services.

**Amplified handsets:** Amplified handsets are available on request.

**ALDs:** Assistive-Listening Devices (ALDs) are maintained by the Hearing and Speech department for your use. Ask your nurse to contact the department at ext. 7-6717 to make arrangements.

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## Television

Remote control color television sets in patient rooms put entertainment at your fingertips. Access to public and commercial television programs is available. If your television needs repair or you require closed captioning assistance, ask your nurse to call for assistance. Private television sets are not permitted in the hospital.

### TV Channel Listing

<b>02</b>	Channel guide / FM Radio	<b>26</b>	Cardiac [patient education]
<b>04</b>	WTBS - Atlanta	<b>27</b>	Cardiac [patient education]
<b>06</b>	CNN	<b>28</b>	Diabetes [patient education]
<b>12*</b>	C.A.R.E. Channel	<b>31</b>	Newborn [patient education]
<b>13*</b>	C.A.R.E. with Guided Imagery	<b>32</b>	Newborn (Español) [patient education]
<b>14</b>	Channel 4, WRC (NBC)	<b>34</b>	TNT
<b>15</b>	Channel 5, WTTG (FOX)	<b>35</b>	TLC
<b>16</b>	Channel 7, WJLA (ABC)	<b>40</b>	Nickelodeon
<b>17</b>	Channel 9, WUSA (CBS)	<b>41</b>	Disney Channel
<b>18</b>	Channel 20, WDCA (The CW)	<b>42</b>	Weather Channel
<b>20</b>	Channel 32, WHUT (Howard University)	<b>43</b>	Spike TV
<b>21</b>	Channel 26, WETA (PBS)	<b>44</b>	USA
<b>22</b>	Washington (CW)	<b>45</b>	ESPN
<b>23</b>	Discovery Health	<b>46</b>	Discovery
<b>25</b>	Cardiac [patient education]	<b>47</b>	A&E
		<b>48</b>	Univision

\* Channels 12 and 13 provide peaceful scenes of nature to create a continuous ambient relaxation environment for you. Channel 12 includes beautiful music to enhance relaxation, while Channel 13 has a calm voice, in English or Spanish, to guide you through a series of steps to help you relax. Both channels are a welcome alternative to commercial television and unfamiliar hospital sounds, as well as a tool to help reduce anxiety, sleeplessness, depression and grief. The channels have more than 84 hours of content that randomly shuffles throughout the day/week. The day begins at 6 a.m. with a sunrise sequence leading to the daytime programming, then a sunset sequence at 10 p.m., leading to more soothing music and a star field overnight.

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## Valuables

We strongly encourage family members to take patients' valuables home. However, when this is not possible, valuables can be secured with the MedStar Washington Hospital Center Special Police. A nurse can arrange this service for you.

Please remember that patients are responsible for valuables left in their rooms. Valuables include, but are not limited to, jewelry, cash, credit cards, wallets and electronic equipment (cellphones, laptop computers, etc.).

When patients choose to have their valuables secured with hospital police, they are responsible for having all items picked up from the police property office before discharge. Anyone acting on behalf of a patient to retrieve valuables from the property office must have a completed Patient Property Release Form and a photo ID.

## Visiting Hours

Visitors are welcome from 9 a.m. to 9 p.m. on most general nursing units and 9 a.m. to 9 p.m. on intensive care and step-down units.

However, visiting hours vary based on the level of care, the type of unit and physicians' instructions. Ask your nurse if there are exceptions to these times on your unit. Please remember:

- To be courteous and considerate of other patients.
- To protect the health and safety of our patients and associates, only visitors 14 years of age or older are permitted in patient care areas.
- Maternity patients may arrange, through their nurse, to have older siblings visit mom and the new baby.
- Special arrangements may be made on a case-by-case basis through the nursing director or clinical supervisor.

Visitors in intensive care and step-down units are generally limited to members of the immediate family and same-sex partner, and are allowed at the discretion of the nursing staff. Flowers and plants are not permitted in intensive care units or intermediate care units on 1E and 2E, as well as in the Emergency Department.

Family members and same-sex partners may stay with patients immediately before surgery, even if the time is outside visiting hours. During surgery, visitors may wait in the surgical waiting rooms, where the surgeons and/or nurses will talk with them following surgery. Visitors are not permitted in the operating

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rooms at any time. Family members and same-sex partners may visit patients in the Post-Anesthesia Care Unit for brief periods.

#### Entrance and Exit Operational Hours

- [Emergency Department entrance\\*](#): Always open
- [Main entrance](#) (across from Hospital Parking Garage):  
Seven days a week, 4:30 a.m. until 10 p.m.
- [Bus Circle entrance](#) (Bus Circle Drive across from Metro bus stop):  
Monday through Friday, 5 a.m. until 9 p.m., Saturday, 7 a.m. until 4 p.m.  
Closed Sunday.
- [Physicians Office Building entrance](#) (next to Physicians Office Building Garage):  
Monday through Friday, 5 a.m. until 9 p.m., Saturday, 7 a.m. until 4 p.m.  
Closed Sunday.

\*After 10 p.m., all visitors must enter and exit through the Emergency Department.

## Photo Identification Required

All visitors to maternity patients and patients in the Emergency Department must present a photo ID card and display a Visitor's Photo ID Badge at all times.

Visitors to general nursing units must present a photo ID card and display a Visitor's ID Badge, Monday-Friday, after 6 p.m., and all day on Saturdays and Sundays.

## About MedStar Washington Hospital Center

MedStar Washington Hospital Center is a 926-bed, major teaching and research hospital. It is the largest private, not-for-profit hospital in the nation's capital, among the 100 largest hospitals in the nation and a major referral center for treating the most complex cases. U.S. News & World Report consistently ranks the hospital's cardiology and heart surgery program as one of the nation's best. It also is a respected top facility in the areas of cancer, diabetes & endocrinology, Ear, Nose & Throat, gastroenterology & GI surgery, geriatrics, gynecology, nephrology, pulmonology and urology. It operates MedSTAR, a nationally-verified level I trauma center with a state-of-the-art fleet of helicopters and ambulances, and also operates the region's only adult Burn Center.

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## Your Medication Information

Name of Medication: \_\_\_\_\_

Quantity/Dosage: \_\_\_\_\_

How Taken: \_\_\_\_\_

Prescribed by: \_\_\_\_\_

Pharmacy Name and Number: \_\_\_\_\_

Name of Medication: \_\_\_\_\_

Quantity/Dosage: \_\_\_\_\_

How Taken: \_\_\_\_\_

Prescribed by: \_\_\_\_\_

Pharmacy Name and Number: \_\_\_\_\_

Name of Medication: \_\_\_\_\_

Quantity/Dosage: \_\_\_\_\_

How Taken: \_\_\_\_\_

Prescribed by: \_\_\_\_\_

Pharmacy Name and Number: \_\_\_\_\_

Name of Medication: \_\_\_\_\_

Quantity/Dosage: \_\_\_\_\_

How Taken: \_\_\_\_\_

Prescribed by: \_\_\_\_\_

Pharmacy Name and Number: \_\_\_\_\_

Name of Medication: \_\_\_\_\_

Quantity/Dosage: \_\_\_\_\_

How Taken: \_\_\_\_\_

Prescribed by: \_\_\_\_\_

Pharmacy Name and Number: \_\_\_\_\_



