Trust. It’s never easily won. You earn it over time.

We know. HMI has served our community for over 25 years, building a reputation for home health care of the highest quality. We measure success by how we enrich the lives of those we serve. Our exceptional staff provides the following services:

Skilled Nursing • Physical Therapy • Occupational Therapy • Speech Therapy 
Venipuncture Services • Laboratory Services • Intravenous Therapy 
Medical Social Work • Home Health Aides • Personal Care Aides 

Just as important, our caregivers will always treat you with warmth, compassion and dignity. At HMI, we genuinely care about you and your family.

We look forward to helping you. Please contact us at:

Phone: 202-829-1111
Fax: 202-829-9192
patient@hmi-usa.com

We are now hiring nurses, therapists and home health aides.
Top 10 Tips for Patients at MedStar Washington Hospital Center

Here are some helpful tips—in ABC order—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:** The hospital bills and the physician bills you receive will be separate. Please see p. 10-11 for details.
- **Complaints, Concerns or Compliments:** Patient Advocacy is available to assist you with any complaints, concerns or compliments. Call the “We Want to Know 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 11 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. Panera Bread® is located on the first floor of the Physicians Office Building South in the Samet Atrium and is open daily from 5 a.m. to midnight. Snacks, beverages, fresh salads and sandwiches are available in the cafeteria. Snacks and beverages also are available from vending machines located on the ground, first and third floors.
- **Internet Access:** We are pleased to provide Wi-Fi access to give patients and visitors convenient, secure, free access to connect with family and friends during their time at the hospital. Simply select “MedStarGuest” as the Wi-Fi resource under Settings and connect by accepting the Acceptable Use Policy.
- **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.
- **Parking:** Parking is available for patients and visitors in the Physicians Office Building Garage and the Main 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.
- **Wipes:** To help our environment, we ask that you not dispose of any type of “wipe” in the hospital toilets, even if the wipe claims it is environmentally safe or safe for plumbing. Please use trash cans or the special receptacle, if there is one in the room where you are staying. Thank you for your help.
### 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, 7-4968 would be dialed as 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** (We Want to Know Line) .... 7-4YOU (7-4968)
- **Foundation** ............................................ 7-GIVE (4483)
- **Gift Shop** .............................................. 7-5894
- **Interpreting Services** ................................. 7-2100
- **Lost and Found** ....................................... 7-6188
- **Nursing Office** ......................................... 7-6235
- **Office of Decedent Affairs** ......................... 7-8351
- **Patient Information** ................................... 7-6267
- **Physician Referral** .................................... 7-DOCS (7-3627)
- **Public Safety Department** .......................... 7-6188
- **Social Work** ............................................ 7-6286
- **Spiritual Care** .......................................... 7-7138
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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 and services you require.

The Hospital Center has a limited number of private rooms. They are assigned based on availability and medical necessity, then on a first-come, first-served basis. Deluxe private rooms and suites in a hotel-like setting are available for an additional charge. Call 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 prevent 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.
Advance Directives

An advance directive is a legal, written document that tells your caregivers and decision-makers what your preferences are for health care decisions if you become incapable of making your own decisions. MedStar Washington Hospital Center has an advance directive form, which you are welcome to use.

An advance directive form commonly includes a section for appointing a durable power of attorney for health care and a section for listing particular health care preferences (often called a living will).

- In a durable power of attorney (DPOA) for health care document, you choose at least one person to make health care decisions for you when you cannot do so yourself. The person appointed as your DPOA should be available and willing to make decisions that reflect your values and interests. It is up to you to be sure that this person knows your wishes about health care decisions and is willing to carry them out. The DPOA can only make decisions for you while you are incapable of making your own health care decisions. If you are once again able to make your own decisions, the DPOA will no longer be asked to make decisions for you. If you prefer to have a certain family member, partner or friend make decisions for you if you cannot make decisions for yourself, or if you prefer not to have certain people making decisions for you, it is important to fill out the DPOA.

- In a living will, you specify the kinds of medical care you do or do not prefer to receive in the event you are unable to make your own health care decisions. A living will often asks about your health care preferences if you are terminally ill (have a serious progressive illness that will eventually lead to death), in an end-stage condition (have an advanced, progressive and incurable condition caused by illness, disease or injury that has resulted in permanent deterioration and eventual death), or in a persistent vegetative state (unconscious with little to no likelihood of regaining consciousness even with medical treatment). The statements contained in your living will are meant to guide caregivers and decision-makers in understanding what you would want for your health care when you are not able to make your own decisions. You may choose to fill out a durable power of attorney for health care without filling out a living will.

The preferences in your advance directive will be honored to the extent medically, ethically and legally appropriate. If your life circumstances change, it is important that you update your advance directive as quickly as possible. You should review the information contained in your advance directive regularly and discuss your wishes with your durable power of attorney for health care or anyone who might be
asked to make health care decisions for you. You have the right to change or cancel your advance directive verbally or in writing at any time by notifying your health care provider. If you do not have one, within 48 hours of admission at MedStar Washington Hospital Center, you may be asked to fill out a durable power of attorney for health care document.

If you have any questions concerning advance directives, talk to your social worker or call the Center for Ethics at 202-801-1005. At the beep, leave a call back number followed by the # sign.

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.

Complaints or Concerns

We are partners with our patients and families, and are committed to open and honest communication at all levels. Please talk to your doctor or nurse if you have a complaint or concern about your care. If they are unable to resolve your issue, we recommend that you contact the Office of Patient Experience by calling the “We Want to Know Line” at 7-4YOU (4968). If your concerns have not been addressed by hospital management, you may contact:

D.C. Department of Health  
899 N. Capitol St., NE  
Washington, DC 20002  
Complaint Hot Line: 202-442-5833  

The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Fax: 630-792-5636  
Website: www.jointcommission.org, then click “Report a Patient Safety Event”

Compliments

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.

Another special way to acknowledge the excellent care you received is by making a gift honoring a specific doctor, nurse, program or unit at the Hospital Center.
MedStar Washington Hospital Center is a not-for-profit 501(c)(3) organization. All gifts directly support and advance programs and initiatives at the Hospital Center. Gifts to the Hospital Center are tax deductible in accordance with IRS regulations. To discuss gift-giving options in detail, contact a staff member in the Office of Philanthropy at 7-6558.

**Dining Options**

Visitors will find a fresh and inviting array of food choices in our cafeteria, located on the ground floor of the main hospital, as well as at Panera on the first floor.

**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 walls of 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, 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

**Panera Bread**

Panera Bread is located in the Samet Atrium, on the first floor of the Physicians Office Building South. It is open 5 a.m. to midnight daily, and offers a variety of fresh foods, snacks and beverages.

**Disability Assistance**

If you need disability-related assistance while at MedStar Washington Hospital Center, ask for assistance when scheduling your inpatient or outpatient visit.
If possible, check with your health care team a few days before your appointment to make sure any needed accommodations have been arranged.

- Remind the admissions staff of your needs when you arrive at the hospital.
- Tell your nurse, doctor or other care provider about your specific needs.

If you need further assistance, please contact the “We Want to Know Line” at 7-4YOU (4968).

**Discharge**

**Leaving the Hospital**

It is important to begin planning for any needed post-hospital care or services as early as possible during your hospital stay to ensure a safe and appropriate discharge plan. Nurse case managers and social workers can help you and your family make arrangements for this care. If indicated, the staff can help arrange for short-term care at a rehabilitation facility or long-term care at a nursing facility. They also can sometimes arrange for various home services, including physical therapy or a visiting nurse, and refer you to community resources for various financial or social assistance. These plans will be coordinated with your insurance carrier, as insurance coverage varies for different services.

Official discharge time is 11 a.m. Please plan ahead to make arrangements for the day of discharge. Your cooperation is appreciated so we can ensure a safe and comfortable discharge for you.

After your physician has written your discharge order, the nurse will review your discharge instructions with you and can provide prescription medications ordered by your physician. If your transportation is not immediately available, you may be escorted to the Discharge Hospitality Center, an area staffed with a patient care technician where there are comfortable, reclining chairs; snacks; a flat-screen television; magazines and a restroom.

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 NRN) 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.

**Ethics Consultation Service**

MedStar Washington Hospital Center has an Ethics Consultation Service that can be reached 24 hours a day, seven days a week, including holidays. This service is available to anyone in the hospital, including hospital staff, patients and families. The on-call clinical ethics consultant will respond promptly to a request to assist in addressing complex ethical issues that arise in patient care. The hospital’s ethics committee meets monthly to review and/or comment on clinical ethics cases addressed by the Clinical Ethics Consultation Service, as well as to discuss additional clinical ethical issues that affect members of the hospital staff, provide ethics education, discuss organizational ethics issues and offer policy advice to hospital leadership. If you would like to speak to a member of the Ethics Consultation Service, the hospital’s Ethics Committee or the Center for Ethics at MedStar Washington Hospital Center, please page 202-801-1005. At the beep, leave a call back number followed by the # sign.

**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. MedStar Washington Hospital Center will require that any co-pay, deductible and out-of-pocket financial responsibility be paid prior to your scheduled admission or procedure. 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 the area, call toll free at 1-866-423-2734 from 8 a.m. to 8 p.m. Monday through Friday. 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. The hospital’s Patient Financial Services’ Customer Service Unit (CSU) will work with uninsured patients to determine eligibility for state and/or federal assistance programs. 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 call 800-280-9006 from 7 a.m. to 7 p.m. Monday through Friday.

Billing Policy

MedStar Washington Hospital Center will submit bills to your insurance company and do everything possible to expedite and resolve your claim. It is your responsibility to contact your insurer to ensure that all requirements, such as authorizations, have been properly performed by your physician. Please note: MedStar Washington Hospital Center will require that any co-pay, deductible and out-of-pocket financial responsibility be paid prior to your scheduled admission or procedure.

If you are an uninsured (self-pay) patient, you will receive a Financial Responsibility Agreement letter to provide you with an estimate for services to be performed. MedStar Washington Hospital Center will require payment in full for your services prior to your scheduled admission or procedure.

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 sends out 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.

**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 given 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 hospital 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 also are 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).

Because several billing offices handle customer services for physician billing accounts, questions about non-hospital bills should be directed to the telephone number on the bill.

**Cashier’s Office**

The cashier’s office is located on the corridor across from the courtyard, next to the Admissions Department. It is open from 8 a.m. to 4 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.

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 off the main lobby, beside the North elevators, 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 7-5894.

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 encourage you to ask your care team about their role in your care. Their functions are usually specialized, and knowing what each person does can help you stay informed. Your safety is our number one priority. 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.

**Advanced Practice Providers**

Advanced Practice Providers (APPs) are licensed health care providers and members of the Medical and Dental Staff. Your APP may be a certified anesthesiologist assistant (CAA), certified registered nurse anesthetist (CRNA), certified nurse-midwife (CNM), nurse practitioner (NP) and/or physician assistant (PA). As part of your care team, they 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. 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 range of health care services in patients’ homes. MedStar VNA may help you regain your independence and heal safely.

A licensed home care professional schedules visits depending on each patient’s unique needs and the doctor’s orders. Generally, home care team members visit
two or three times per week for about 30 to 60 minutes, but that may change depending on individual needs and a patient's progress.

**Home health care services include:**

- Nursing: vital sign monitoring, IV therapy, dressing changes, self-care teaching, medication management and more
- Rehabilitation: physical, occupational and speech therapies
- Medical social work
- Activities of daily living support: bathing, grooming, hygiene care and light meal prep
- After-hours care and support

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

- Remote vital signs and health monitoring
- Wound, ostomy and continence care
- Fall prevention and home safety assessment

**Eligibility requirements include:**

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

MedStar VNA provides services in Maryland, the District of Columbia and Virginia. For more information, call 1-800-862-2166, or go to www.medstarvna.org and click on Home Health Care.

**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 were enacted to ensure that patients and visitors with disabilities will have full and equal access to the hospital’s services, facilities and equipment, free from discrimination due to disability.

This includes prohibiting conduct that leads to a denial of the opportunity to participate in or benefit from the goods or services provided, such as equal physical access to equipment and facilities; enactment of policies, practices and procedures that ensure equal access; reasonable modifications to programs and services to meet disability-related needs; and provision of 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 MedStar Washington Hospital Center’s Patient Advocacy Department/ADA Disability Assistance Line at 7-4YOU (4968).
- 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 for additional information for patients with disabilities. The website can be accessed at the following address: www.medstarwashington.org/PatientsWithDisabilities.

Interdisciplinary Model of Care

The Interdisciplinary Model of Care (IMOC) was developed by MedStar associates for MedStar associates and furthers our commitment to high-quality, safe, coordinated and evidence-based care that leads to improved patient experiences and outcomes. It emphasizes how various members of the health care team work together to provide better coordinated patient- and family-centered care. Working in partnership with patients and families as part of the care team is essential to enhancing patient safety, quality and patient satisfaction.

What does the IMOC look like? One example is daily interdisciplinary checklist-based rounds, in which the entire care team comes together at the same time each day to discuss the patient’s plan for the day, plan for the stay and care goals.
A checklist is used like a script to steer the rounds conversation, with a focus on quality, safety and discharge needs. Each care team member receives the same information at the same time, leading to better understanding of the patient’s plan of care.

As part of the IMOC, everyone has a voice and shares responsibility for the patient and for supporting one another. IMOC involves engaging the hearts and minds of all caregivers to rekindle the spirit of caring that first inspired them to become health care professionals.

As a patient or a family member, if you have questions about the plan of care, please let your caregivers know. You may also contact the “We Want To Know” line at 7-4YOU (4968) or email mwhcpatientexperience@medstar.net.

**Internet Services**

We are pleased to provide Wi-Fi access to give patients and visitors convenient and secure access to connect with family and friends during their time at the hospital. Simply select “MedStarGuest” as the Wi-Fi resource under Settings and connect by accepting the Acceptable Use Policy.

Wireless access locations include the Main Hospital and the East Building (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 you or one of your guests needs assistance in connecting to the internet, contact the MedStar Health Help Desk at 1-877-777-8787.

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.

**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 ask your nurse to call Interpreting Services.
Non-Discriminatory Notice

MedStar Washington Hospital Center complies with applicable federal and local laws and prohibits discrimination on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial responsibilities, political affiliation or disability.

MedStar Washington Hospital Center will provide, free of charge, aids and services to people to communicate effectively, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, Braille, audio, accessible electronic formats, other formats)
- Qualified language interpretation services to people whose primary language is not English
- Important documents written in languages other than English
- Reasonable modifications to services or equipment to accommodate disabilities

If you need assistance, contact the MedStar Washington Hospital Center Patient Advocacy Department at 7-4YOU (4968).

If you believe that MedStar Washington Hospital Center has failed to provide these services or discriminated in another way on the basis of a protected class, you may file a grievance with the Patient Advocacy Department at 7-4YOU (4968).

You may also file a grievance anonymously via the Compliance Hotline at 1-877-811-3411. If you need help filing a grievance, a MedStar Washington Hospital Center representative is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019
800-537-7697 (TDD)

MedStar Washington Hospital Center 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 Patient Advocacy at 7-2725, or call the District State Health Planning and Development Agency at 202-442-5875.

Office of Patient Experience

The Office of Patient Experience is located on the first floor near the C/D elevators, Suite 1B-15, and can assist you with the following services:

- Assistance with concerns, compliments and complaints
- Information about services and amenities
- Decedent affairs
- Lodging arrangements near the hospital
- Issues regarding access to public accommodations or other assistance due to a disability
- Notary services

You also can send concerns, compliments and complaints via email to MWHCPatientExperience@medstar.net, or go online to WeWant2Know.org, or call 7-4YOU (4968).

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 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.
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Hyattsville, MD 20782
(301) 864-2333

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  - Pain Management

• Rehabilitation Services
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  - Occupational Therapy
  - Speech Therapy

• Supportive Care
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Visit MedStarVNA.org or call 800-862-2166 for more information

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Call us (202) 470-4076 for more information or to reserve a priority space for any of our new services.

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We hope your stay here is comfortable, and you regain your health as soon as possible.

For nearly 60 years, MedStar Washington Hospital Center has set the highest standard for health care. As a 912-bed, major teaching and research hospital, we are the busiest and largest hospital in the Washington, D.C., region. Our greatest strength: our teams. With our expertise, collaboration and dedication, we can focus on you, your health and your well-being.

The next three pages have some helpful information for you that explain the purpose of some of the diagnostic tests we perform here and what they mean. We also share with you some important information about the way we manage your pain. Our goal is to make you as comfortable as possible by offering several options for controlling your pain. You'll find more information about pain management on p. 19.

If you have concerns during your stay with us, please speak with your healthcare team, or you can contact us by calling 202-877-4YOU (4968).

ON THE COVER:
Advanced Heart Failure patient Victoria Washington (center) is joined by two of her Advanced Practice Practitioner caretakers in the Nancy and Harold Zirkin Heart & Vascular Hospital at MedStar Washington Hospital Center. On the left is Laura Bryan, NP, and on the right is Renee Bannerman, NP.

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Welcome to MedStar Washington Hospital Center!

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**Imaging: Common Diagnostic Tests and What They Can Tell You**

Imaging—the technology used to give clinicians a view inside your body—has changed a lot in the past ten years. “Just as computers improve every three or four years, so does imaging,” says James Jelinek, MD, chair of the Department of Radiology at MedStar Washington Hospital Center. The advances have led to faster tests, lower radiation doses and more options.

Among the most common diagnostic imaging procedures:

- **X-ray or plain film radiographs:** Uses X-rays to create black and white images of denser material such as your bones, teeth and metal. Also effective for fractures and lung issues.

- **Computed tomography (CT) Scan:** Very thin X-rays put together to form a three-dimensional image. Used to evaluate your internal organs, skeletal issues, possible internal bleeding. Used for trauma and for following the progress of tumors.

- **Ultrasound:** Use of sound waves to produce images of areas inside your body. No radiation. Used for internal organs and to follow the progress of pregnancy.

- **Digital mammography:** Very low dose X-rays of the breast, used to diagnose breast cancer or breast disease.

- **Magnetic Resonance Imagery (MRI):** Using magnetic fields, radio waves and a computer, MRI produces images of your internal organs. No radiation. Very useful for imaging soft tissue organs and for joints.

- **Positron-Emission Tomography (PET/CT) Scan:** PET/CT, or nuclear imaging, uses radioactive material (radiotracers) combined with a CT scan to help study your organ function. Used to look at your brain function and to find cancer.

Each procedure has certain advantages, says Dr. Jelinek. For example, CT and MRI both can be done with or without contrast. Contrast is used to look for blood vessels or areas that are all fluid, such as an ovarian cyst. If it is a solid tumor, the contrast will make it visible.

The newest advances, he notes, include such conveniences as the hand-held ultrasound devices and the ability to share images with any doctor anywhere in the MedStar system in minutes.

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**Diagnosing Heart Disease**

You’re watching television, and all of a sudden your heart starts beating double time. Or you find it harder to walk through the mall without becoming winded. Your doctor suggests you get your heart checked. What does that involve?

The good news, says Allen Taylor, MD, chairman of Cardiology at MedStar Washington Hospital Center, is that a wide variety of diagnostic tests can be performed to test heart function or detect heart disease. “No matter what your heart problem might be,” he says, “you can feel comfortable that the tools and capabilities are available to detect and diagnose the issue, particularly at a specialized institution like ours.”

**Here are some tests that may be suggested for you:**

- **Echocardiography:** Use of ultrasound specifically to assess heart issues. No radiation. Sound waves create pictures of your heart’s walls, valves, blood vessels and size of your heart.

- **Electrocardiogram (ECG or EKG):** Using small patches attached to your chest, an electrocardiogram records the electrical signals given off as your heart pumps. It can pinpoint irregularities in your heart rhythm or structure and is used to diagnose problems in the heart chambers or even a heart attack.

- **Holter Monitor:** If more extended EKG monitoring of your heart signals is required, a Holter monitor, worn for a day or longer, records electrical signals over time. New wireless monitors allow even easier cardiac measuring.

- **Stress Test:** Several different stress tests are available. The most common, an EKG, is performed as you walk on a treadmill.

- **Cardiac Catheterization:** A hollow tube (catheter) is inserted into a vein or artery in your leg or arm. Using X-rays, the catheter is guided through the artery or vein until it reaches the heart. It evaluates chambers of the heart, blood flow and heart vessels and can be used to place a stent to support arteries and veins, or perform an angiogram to determine if there are blockages.

- **Cardiac Computerized Tomography Scan (CT):** Uses X-rays to provide a three-dimensional image of the heart. Can identify early markers of heart attack and heart attack risk.

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To schedule an appointment with one of our specialists, please call 202-877-DOCS.
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The newest advances, he notes, include such conveniences as the hand-held ultrasound devices and the ability to share images with any doctor anywhere in the MedStar system in minutes.

To schedule an appointment with one of our specialists, please call 202-877-DOCS.
Beyond Pills:  
A Broader Approach to Pain Management

Managing your pain is rarely as simple as popping a pill, says Lee Ann Rhodes, MD, a pain specialist at MedStar Washington Hospital Center. “To effectively treat pain, we need to develop a recipe for success for each patient. It’s personalized to the individual, their tolerance and their reaction to pain management techniques.”

She says, “Usually I tell my patients we will do everything we can to get you to the safest point possible for the pain and, with the therapies we have available to us, your pain should lessen. If the pain does not go away completely, we will work together as a team to make you as comfortable as possible.”

“We take pain seriously,” she notes. “We used to rely more heavily on narcotics to control pain, and thought there were few side effects. Now we know better, and are not relying on them as much. In fact, we came to understand the long-term effects for even non-steroidal anti-inflammatory drugs (NSAID) like ibuprofen, or the side effects of Tylenol®.”

She says, “Today, we start with a proper diagnosis and work on ways to reduce and prevent pain with an enhanced recovery program developed by our Department of Anesthesiology. We look at every way we can make you feel better, from diet to physical therapy to improving your sleep.”

In the hospital, that can include meditation and distraction with music and books. For long-term pain, Rhodes even prescribes yoga or Tai-Chi exercise programs.

She notes, “We take a multi-prong approach and try to use all the tools we have to make you comfortable.”

Stay in Touch

For more news and information, keep up with us:
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• Read our blog at MedStarWashington.org/blog
• Listen to our podcasts at MedStarWashington.org/podcast
• Follow us on Twitter: @MedStarWHC
• Watch our doctors and other specialists on YouTube.com/WHCMedia.

Thank you for choosing MedStar Washington Hospital Center!

To schedule an appointment with one of our specialists, please call 202-877-DOCS.
Beyond Pills: A Broader Approach to Pain Management

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For your convenience there is a MedStar Pharmacy located right here at MedStar Washington Hospital Center. We can deliver to your room just prior to discharge. Just ask your doctor or nurse about our convenient bedside delivery program.

MedStar accepts most major pharmacy plans, including Medicare Part D. Just call 202-877-6309 or ask your doctor to fax your prescription to 202-877-8473. Our friendly pharmacists will be happy to serve you.

Hours: Monday through Friday, 8 a.m. to 6:30 p.m. Saturday, 9 a.m. to 5 p.m.

The pharmacy is located on the first floor of the Physician Office Building.

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• Hebrew Home of Greater Washington offers post-acute care and long-term care services.
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• Landow House offers assisted living services.
• Cohen-Rosen House offers specialized memory care services.
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Getting you home faster and stronger.

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Go to LowerYourHBP.org before it’s too late.

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THIS IS WHAT HIGH BLOOD PRESSURE LOOKS LIKE.

JODI, heart attack and stroke survivor.

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We Want to Know about your concerns or questions.
Contact us …
• Call 202-877-4YOU (4968).
• Go online to WeWant2Know.org.
• Email mwhcpatientexperience@medstar.net.
• Talk to your doctors and nurses.
We want to hear from you.
With your help, MedStar Health can do better—for you and for others.

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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 Control

Pain control is a priority at MedStar Health. Our team includes doctors, nurses, pharmacists and physical therapists who will help you control your pain. Having your pain controlled allows you to do the activities you need to recover. It is important to note that even with the use of medicines and other interventions, you may NOT be pain free. Our goal is to reduce your pain as much as possible. Pain is a normal part of healing and is expected with certain illnesses and procedures.

It is important to begin pain relief treatment before the pain becomes severe. Tell our team what has worked in the past to help control your pain and what did NOT work. There are various ways to control pain, including:

- Applying hot or cold compresses
- Listening to music
- Imagery or the use of pictures
- Repositioning
- Increasing range of movement and activity
- Deep breathing
- Pain medicines

To find the best pain control plan for you, talk to your doctor or nurse about:

- Your tolerable pain score goal that allows you to complete your daily activities.
- The level of pain you are experiencing using a number rating of 0 to 10, with 0 being pain free and 10 being the worst pain. Nurses will check in or “round” on you every one to two hours. At that time, be sure to tell them if you are having any pain.
- Pain medicines you have taken in the past and how well they worked for you.
• Fears and concerns that you have about pain medicine and treatment, including side effects and the risk of addiction.

Pain medicines come in many forms, including:

• **Oral**—medicines that are swallowed usually work in 30 to 60 minutes

• **Rectal**—most commonly Acetaminophen (Tylenol) suppositories

• **Skin patch**—medicine absorbed slowly through your skin

• **Patient-controlled analgesia (PCA) pump**—medicine given through a vein that allows you to add an extra dose when you need prompt pain relief—usually works in 15 to 30 minutes

• **Intravenous**—medicine given in a vein, usually works in 15 minutes

• **Epidural**—medicine continuously delivered through a small catheter in your back

Please let your nurse and doctor know if your pain plan is not working so changes can be discussed to meet your goals.

**Parking**

Valet parking is available at the main entrance of MedStar Washington Hospital Center, 7 a.m. to 6 p.m. Monday through Friday, except on holidays. There are two parking garages for patient and visitor use.

The Physicians Office Building Garage entrance is open from 6 a.m. to 6 p.m. Monday through Friday. The exit closes at 11 p.m.

The Main Hospital Parking Garage is closest to the hospital’s main entrance and is open 24 hours a day, seven days a week.

Please keep your ticket with you and note your space number. You will need it to pay at the Pay Station before returning to your car. All major credit cards are accepted. Garages are automated. There are no cashiers in the booths.

Discount options are available for patients and visitors, and may be purchased in the Parking Management Office. They are not refundable.

• 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 $60 ($10 refundable deposit is included) and can be reloaded in 10-day blocks at any time.
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.

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 7-7275.

**Patient and Family Advisory Council for Quality and Safety**

The Patient and Family Advisory Council for Quality and Safety (PFACQS) is a MedStar-wide, patient- and family-centered care program. The councils are comprised of patients, family members of patients and hospital associates who volunteer to participate in quality, safety and patient experience initiatives.

The objectives of the PFACQS are to:

- Provide feedback on patient safety, quality of care or patient service issues;
- Assist in continually improving the services the hospital offers patients and families;
- Strengthen communication and collaboration among patients, families, caregivers, providers and other members of the care team;
- Help to determine the organizational priorities in response to patient, family and community needs; and
- Promote patient and family advocacy and involvement.

For additional information about PFACQS or to inquire about becoming a member, send an email to MWHC-PFACQS@medstar.net or call 7-6207.

**Patient Privacy**

**Our Obligation to You**

We value the privacy of your personal health information as an important part of the MedStar Washington Hospital Center experience. We will use and disclose your health information in accordance with the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and as described in the Notice of Privacy Practices, which you received on admission. We will use your information to treat you or to assist other health care providers in treating you. We will also use and disclose your health information to obtain payment for our services or allow insurance companies to process insurance claims for services rendered to you by
us or other health care providers. Finally, we may disclose your health information for certain limited operational activities such as quality assessment, licensing, accreditation and training.

**Patient Rights & Responsibilities**

As a patient at MedStar Washington Hospital Center, you have the right:

- To receive considerate and respectful care in a safe setting, free from all forms of abuse, harassment, neglect, retaliation, humiliation or exploitation from staff, students, volunteers, other patients, visitors and family members.

- To receive appropriate and necessary medical treatment without discrimination or regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familiar responsibilities, political affiliations, physical or mental disability, or socioeconomic status.

- To be treated consistent with your gender identity in all activities associated with the treatment you receive.

- To expect and receive appropriate assessment, management and treatment of pain.

- To have a family member/representative and your primary care physician notified promptly of your admission to the hospital if contact information is available.

- To participate in your plan of care.

- To discuss information about your medical diagnosis, condition or illness, treatment choices, and likely outcomes with a qualified provider in a language and manner that you understand.

- To consent to or refuse any treatment, as permitted by law, including to consent or refuse to take part in research affecting your care. If you refuse any treatment, or choose not to participate in a research study, you will continue to receive the most appropriate care the hospital may otherwise provide.

- To be informed of any unanticipated outcomes of care, treatment or services.

- To be provided an appropriate means of communication through auxiliary aids and services to ensure your understanding of your care when English is not your primary language, or you are visually or hearing impaired.
• To expect to be informed of reasonable and realistic care alternatives when hospital care is no longer appropriate.

• To have an advance directive, such as a living will or the appointment of a health care agent to speak on your behalf, to communicate your wishes regarding treatment, and to expect that your advance directive will be followed.

• To not be discriminated against if you choose not to have an advance directive.

• To have visitors that you designate, including, but not limited to, a spouse, domestic partner (including a same-sex spouse or partner), other family member(s) or friend(s), without regard to race, color, national origin, age, religion, physical or mental disability, sexual orientation, gender identity or economic status during the course of your hospital stay unless the visitor’s presence infringes on others’ rights or safety or is medically or therapeutically contraindicated.

• To remain free from restraints unless medically or behaviorally necessary to ensure a safe environment of care for you and others, and to have caregivers who are appropriately trained regarding the use of restraints or seclusion.

• To know the identity and profession of the health care practitioners primarily responsible for your care, as well as other individuals providing care and services directly for you while at MedStar Washington Hospital Center.

• To be provided privacy with respect to your personal identity and health information.

• To have your health information treated confidentially, so that only individuals involved in your care or otherwise allowed by law will be allowed to use your personal health information.

• To access, request to amend or receive an accounting of disclosures of your medical record, as allowed by law.

• To receive a Notice of Privacy Practices explaining these rights.

• To receive a written statement of those services that may be provided only when medically necessary, and of charges for services not covered by Medicare or Medicaid.

• To be made aware that, if you are a low-income patient who lacks health insurance or whose insurance does not cover the full cost of your care, you may be eligible for MedStar Washington Hospital Center’s financial
assistance program that provides certain types of care free of charge or at a reduced fee.

• To be made aware of your right to appeal if you disagree with a determination that you are not eligible for the financial assistance program.

• To request and receive a written explanation of your bill, regardless of source of payment.

• To know about and access hospital resources such as social work, pastoral care or the Ethics Committee that can help resolve questions and concerns about your hospital stay and care.

• To have access at any time to a telephone where you may speak without being monitored by the hospital.

• To file a grievance or a complaint while a patient at this hospital without fear of reprisal.

• To file a grievance or a complaint with your health care insurance or payer.

In addition, you may contact the District of Columbia Department of Health (DoH) directly at 899 North Capitol St., NE, Washington, DC 20002, or call 202-442-5955 or refer to the DoH website at doh.dc.gov.

You also may submit complaints directly to The Joint Commission’s Office of Quality and Patient Safety at One Renaissance Blvd., Oakbrook Terrace, IL 60181, by phone at 630-792-5000, by fax at 630-792-5636 or visiting www.jointcommission.org, then clicking “Report a Patient Safety Event.”


As a patient at MedStar Washington Hospital Center, you have the responsibility:

• To follow the treatment plan developed with your physician.

• To ask questions so that you understand the risks, benefits and possible alternatives of treatment and/or if you refuse treatment.
• To let your caregivers know if you do not understand any written or verbal information given to you.

• To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters related to your health.

• To inform your caregivers about any pain or discomfort you may be experiencing.

• To inform your caregivers about any changes to your advance directive.

• To actively participate in your discharge planning with your physician and other members of your health care team as early as practical during your hospital stay.

• To promptly meet all financial commitments for the care you receive at this hospital.

• To not keep valuables with you while you are in the hospital.

• To not use personal electronic devices (mobile or smart phones, cameras, other video or audio recording devices) to take photographs, videos or audio recordings of other patients, staff or visitors within the hospital.

• To be respectful of the property of other persons and of the hospital.

• To be considerate of the rights of other patients, to assist with noise control, and to ask family and friends to visit only during visiting hours.

• To not discuss any information regarding another patient that you may have overheard.

• To be considerate of staff and providers and to refrain from disruptive or abusive behavior, actions or comments.

• To make arrangements for transportation home upon your discharge.

• To remember that MedStar Washington Hospital Center is a tobacco-free campus and that you may not smoke or use electronic smoking devices anywhere in the hospital, garages or on the campus.

**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. You can either pick them up, or they can be delivered to your care team prior to discharge. (See Bedside Delivery.)

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 Building Garage. The pharmacy is open from 8 a.m. to 6:30 p.m. Monday through Friday and from 9 a.m. to 5 p.m. Saturday. For additional information, call the pharmacy at 7-6309.

**Bedside Delivery Available Through the MedStar Pharmacy**

Filling prescriptions is now easier and more convenient than ever. The outpatient MedStar Pharmacy offers 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 nurse before you leave the hospital. This service is available 10 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 5 p.m. on Saturday. Payment can be made by cash or credit card. Talk to your nurse for more details and to request bedside delivery service. *You are responsible for prescription co-pays.

**Philanthropy: Supporting Your Hospital**

Are you grateful for the excellent care you received from your nurse, physician or clinician? There are many ways you can share your gratitude. For example, making a gift in honor of your caregiver or for the care you received, or sharing your story of gratitude.

MedStar Washington Hospital Center is a nonprofit 501(c)(3) organization. All funds raised through the Office of Philanthropy benefit the patients and families we serve every day.

Your gift will help us continue to purchase innovative equipment for the best in medical treatments, maintain the amenities for a more comfortable patient experience, and give us the opportunity to expand our services and programs to better serve our community. To learn about how you can share your gratitude, please call 7-6558 or visit MedStarWashington.org/Philanthropy.
Public Safety Officers

MedStar Washington Hospital Center Public Safety Officers, together with the Office of Patient Experience representatives, manage the entrances at the main lobby, bus circle, Washington Cancer Institute, Physicians Office Building and 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. Call 7-6188.

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. This feedback helps us to improve our patient care services and recognize associates who personally make a difference in the lives of our patients.

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 off-site 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 nursing 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 Clinical Resource Management at 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-18) and is open 24 hours a day.

- **Community Centering Moments** are offered at 9 a.m. Monday through Friday 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-04.
- **A meditation 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 7-7138.

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, then dial the desired number. To make local calls to area codes 703, 240, 301 or 571, dial 9, area code 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 three feet between your cellphone and any medical equipment.

Special equipment is available for deaf or hard of hearing (D/HH) patients. As a D/HH, 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 7-6717 to make arrangements.

**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.

**Guide for black LG TVs**

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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 Public Safety Department. 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, dentures, wallets and electronic equipment (cellphones, laptop computers, etc.).

When patients choose to have their valuables secured with our Public Safety Department, patients are responsible for having all items picked up from the patient 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 24-hour visitation in intensive care 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, including parents, spouse, partner, siblings and children older than age 14, 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, 2E or in the Emergency Department.

Visitors 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 rooms at any time, but they may visit patients in the Post-Anesthesia Care Unit (PACU) 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 9 p.m. for entry, and 10 p.m. for exit.
- **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 through Friday, after 6 p.m., and all day on Saturdays and Sundays.

Visitors for all other hospital units are required to obtain a Visitor Badge upon entry to the hospital and wear it at all times. Photo identification is not required.

**Wipes**

To help our environment, we ask that you not dispose of any type of “wipe” in the hospital toilets, even if the wipe claims it is environmentally safe or safe for plumbing. Please use trash cans or the special receptacle, if there is one in the room where you are staying. Thank you for your help.
About MedStar Washington Hospital Center

MedStar Washington Hospital Center is a 912-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. Its cardiology program is highly acclaimed, and its cardiac surgery program has consistently earned the highest national rating (three stars) from the Society of Thoracic Surgeons. It also is a respected facility in the areas of cancer, diabetes and endocrinology, ear, nose and throat, gastroenterology and 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.
Your Safety and Security

MedStar Washington Hospital Center is committed to maintaining a safe, healing environment, and expects all patients, visitors and staff to treat each other with dignity and respect.

We will not tolerate:
• Physical violence
• Verbal threats or abuse
• Photographing or video recording of staff, patients, or activities of care without permission
• Carrying unauthorized weapons on our premises

Anyone who threatens or harms others will be subject to removal from the premises by Hospital Center security or the Washington Metropolitan Police Department.

See Something, Say Something
MWHC Public Safety 202-877-8911
Your Medication Information

Name of Medication: __________________________________________________________
Quantity/Dosage: _____________________________________________________________
How Taken: _________________________________________________________________
Prescribed by: ______________________________________________________________
Pharmacy Name and Number: ________________________________________________

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We know being in the hospital can be scary.

Being in the hospital can be a stressful, difficult time for you and your family. You may have questions along the way, but don’t know who to ask for answers. You may have concerns, but worry about speaking up.

We want you to share your questions and concerns with us.

We want to hear your questions, concerns, frustrations, or doubts. We Want to Know if you experience problems or if your needs are not being met.

We care about your experience.

If there is a problem, we will do everything we can to make it right. When you share your experience, we can make things better.

With your help, we can make it better. We Want to Know.

We Want to Know about your concerns or questions.

Contact us …

• Call 202-877-4YOU (4968).
• Go online to WeWant2Know.org.
• Email mwhcpatientexperience@medstar.net.
• Talk to your doctors and nurses.

We want to hear from you. With your help, MedStar Health can do better—for you and for others.
One of the Nation’s Best Rehabilitation Hospitals for a Reason

MedStar National Rehabilitation Hospital has been at the forefront of Rehabilitation Medicine for the past 30 years. Our mission of Adding Life to Years® has not only propelled the growth of our hospital, it has also allowed us to take on some of the nation’s most complex cases. Driven by our use of the latest technology, our research partnership with Georgetown University School of Medicine, and our nationally recognized Education and Residency program, MedStar National Rehabilitation Hospital continues to strive at providing industry leading inpatient care.

MedStarNRH.org