



MedStar Georgetown
University Hospital

Volunteering 101

What you need to know about
volunteering and
MedStar Georgetown
University Hospital

*“We make a living by what we do, but we make
a life by what we give.”*

- Winston Churchill

MedStar Georgetown University Hospital

MedStar Georgetown University Hospital was founded in 1898 to promote health through education, research and patient care. This mission has been shaped by and reflects Georgetown's Catholic, Jesuit identity and heritage. With a 609-licensed bed hospital and over 1,000 physicians, MedStar Georgetown University Hospital's clinical services represent one of the largest healthcare delivery networks in the area.

MGUH is the first hospital in the district to be awarded "Magnet Status" by the American Nurses Credentialing Center (ANCC). Some of the specialty areas in which we've been ranked in recent years include neurosciences, gastroenterology, gynecology, orthopedics and urology. The Lombardi Comprehensive Care Center is the only facility in the Washington, D.C. area designated by the National Cancer Institute (NCI) as a Comprehensive Care Center.

MGUH's Transplant Institute is ranked among the best in the mid-Atlantic region by the Scientific Registry of Transplant Recipients for liver transplant outcomes and is one of few centers in the country to provide living-donor liver transplants. And, Georgetown Neurosciences is the first on the East Coast and the sixth in the nation to offer the CyberKnife, the latest in stereotactic radiosurgery to treat tumors and lesions of the brain, neck and spine.

MedStar Health

MedStar Health is a \$4 billion not-for-profit, regional healthcare system with a network of nine hospitals and 20 other health-related businesses across Maryland and the Washington, D.C., region. As the area's largest health system, it is one of the region's largest employers with more than 27,000 associates and 5,600 affiliated physicians, all of whom support MedStar Health's patient-first philosophy that combines care, compassion and clinical excellence with an emphasis on customer service. We prove this with more than 163,000 inpatient admissions and more than 2 million outpatient visits each year.

MedStar Health associates proudly serve a half-million patients annually, and our employee satisfaction exceeds the national average for healthcare and Fortune 500 high-performing companies, which translates into a workforce dedicated to providing the highest quality care to the communities we serve. We contribute approximately \$111 million in payroll tax to the District of Columbia, Maryland and Virginia each year, and believe in re-investing in our associates through professional development programs, such as the Executive Development Institute and the John L. Green Generation of Leadership Scholarship Program. Additionally, MedStar Health provides more than \$260 million in charity care and community benefit on an annual basis.

Sister Hospitals Include:

Maryland: Franklin Square Hospital, Good Samaritan Hospital, Harbor Hospital, Montgomery General Hospital, St. Mary's Hospital and Union Memorial Hospital.

Washington DC: National Rehabilitation Hospital and Washington Hospital Center

MedStar Georgetown University Hospital

Vision, Mission & Values Statements

Vision Statement

To be the trusted leader in caring for people and advancing health

Mission Statement

To provide physical and spiritual comfort to our patients and families in the Jesuit tradition of cura personalis, caring for the whole person

Values

- Service:*** We strive to anticipate and meet the needs of our patients, physicians and co-workers.
- Patient First:*** We strive to deliver the best to every patient every day. The patient is the first priority in everything we do.
- Integrity:*** We communicate openly and honestly, build trust and conduct ourselves according to the highest ethical standards.
- Respect:*** We treat each individual, those we serve and those with whom we work, with the highest professionalism and dignity.
- Innovation:*** We embrace change and work to improve all we do in a fiscally responsible manner.
- Teamwork:*** System effectiveness is built on the collective strength and cultural diversity of everyone, working with open communication and mutual respect.

Volunteer Services Department Information

Contact Information

Khaleelah Hardie, M.A.
Volunteer Services Coordinator

Office Location: CCC 3402
202-444-5545 Department Phone
202-444-0606 Fax
VolunteerServices@gunet.georgetown.edu

Other Contacts: Kimberly Williams, Administrative Assistant

Office Hours: Monday – Friday 9:00 am-5:00 pm
Walk-ins accepted: Monday – Wednesday 10:30 am – 3:30 pm Only

What is a volunteer?

- A volunteer is a person, who, proceeding from one's will or from one's own choice, undertakes or expresses a willingness to undertake service.

Ideal Volunteers Possess

- A genuine interest in people
- Strengths in organizing and documenting their work
- Active effort to promote human welfare
- Computer skills
- Strengths in taking initiative and being proactive
- A willingness to learn
- A persistently cheerful and positive demeanor
- A genuine willingness to help

“Everyone can be great because anyone can serve. You don't have to have a college degree to serve. You don't even have to make your subject and your verb agree to serve... You only need a heart full of grace. A soul generated by love...”

- Dr. Martin Luther King, Jr.

Conduct & Appearance

Please Note that Volunteers must also wear the GUH Volunteer Uniform Jacket at all times.

Information as stated in Human Resource Policy #401

Dress Code

- A. Each department director is responsible for enforcing the requirements of this policy and for ensuring that the appearance of department staff is consistent with the mission and environment of the department.
- B. Identification badges must be clearly displayed, in a visible location for customers and coworkers to read, when staff are on duty.
- C. Employee appearance will be clean, neat and professional. Clothing should be unexaggerated in style, clean, properly fitting and not wrinkled. Clothing should not appear too tight, too baggy, too short in length, faded, or in need of repair.

The following items are not permitted:

- ◆ **Denim material clothing of any kind**
 - ◆ **Flip flops or non business style open toed shoes**
 - ◆ **Bedroom slippers**
 - ◆ **Sleeveless shirts with less than a 2.5 inch strap**
 - ◆ **Shorts or capri pants**
 - ◆ **Patient gowns**
 - ◆ **Dresses or skirts with hems shorter than 3 inches above the kneecap**
 - ◆ **Jogging or sweat suits, or like apparel**
 - ◆ **Clothing with bold advertising, slogans, slang, political sayings, etc**
 - ◆ **Sunglasses, unless being used for medical reasons**
 - ◆ **Hats, unless required by religion or work area**
3. Visible tattoos are not permitted on exposed areas such as, but not limited to, face, neck or hands. Clothing or band-aids must cover these tattoos.
 4. Fingernails should be kept clean and not extend beyond one-half inch.
 5. Employees are required to wear appropriate undergarments at all times. Patterned or colored undergarments that are visible when worn under clothing are not permitted.
 6. Due to close contact with customers and coworkers, the use of anti-perspirant or deodorant is required. For the same reasons, the use of strong, heavy scents and fragrances is not permitted.
 7. Rings, necklaces, bracelets, earrings, lapel pins, tie bars or clips, cufflinks and business style watches are permitted. A pin, brooch or scarf clip are also acceptable. Up to two earrings per ear is permitted. They must be simple in style. No more than two rings on each hand are permitted, with the exception of a wedding set. Aside from earrings, jewelry may not be worn in any visible part including, but not limited to, piercing in the tongue or eyebrow.
 8. Attire worn for special events on Hospital premises, including but not limited to holiday parties, picnics, and Halloween costumes, should adhere to the standards outlined above.

5. The use of nail polish is discouraged; chipped nail polish is prohibited.

Eating and Drinking

- A. Visitors and staff are encouraged to use the Leavey Center and vending room for eating and drinking.
- B. Visitors should not eat or drink in patient areas, nursing units, and other designated areas.
- C. Staff may not chew gum while on duty.
- D. Staff may eat and drink in designated employee areas. To comply with OSHA and to present a professional image, staff may not eat or drink in nursing stations, patient areas, or public areas not designated for food service

Safety Training

In an Emergency Call 4-4444

Patient Safety is EVERYONES' Responsibility.....

As volunteers, you are as important to patient safety as any other member of the GUH Team. So how can volunteers contribute to safety? First, know that you can question any action by a member of the team. For example, if you are on an inpatient floor and you see a staff member go into a patient room without washing or sanitizing his/her hands, you have the ability to politely ask the individual to wash their hands prior to caring for the patient. Some other areas of focus are fire safety, knowing which patients are at risk for a fall, making sure our facility is safe for everyone and knowing what to do in the event of a code red or code orange.

Below is some key information that will assist you in taking on this responsibility:

Fall Risk - Yellow Means CAUTION

- All Patients that are at risk will have a yellow wristband and a yellow Fall Risk sign on their door
- If you see a patient trying to get out of bed or walk on their own and they are wearing the yellow band you should:
 - ⇒ Call a staff member for assistance
 - ⇒ Stop the patient
 - ⇒ Ask if they need assistance
- Please do not leave patients alone on stretchers
- If the patient is waiting in a wheelchair, place them where someone can see them at all times



Environment of Care

- Facilities Management Customer Service at 4-4440 is to be contacted for issues with electrical or building safety
- Protective Services can be reached at 4-4444 for emergencies or suspicious activity
- Biomedical Engineering is to be called for equipment failure or repair. The page operator has access to the on call contact information
- Environmental Services can be reached at 4-3859 or page the on call supervisor for spills, sheets or other housekeeping functions

Handwashing - The #1 method for preventing the spread of infection

When should you wash your hands?

- Before and after patient contact
- Before and after using gloves
- After using the bathroom
- After touching a contaminated surface
- At the beginning and end of the workday
- Before and after eating
- After wiping your nose
- After touching your face

How should you wash your hands?

1. Wet your hands under warm, running water
2. Apply soap
3. Wash and rub vigorously. Using friction to scrub all surfaces on hands, paying attention to your fingernails and between your fingers
4. Rinse well under a steady stream of water
5. Dry hands thoroughly with paper towel, single use towel or air dryer
6. To avoid contamination, turn off the sink and open the door with the paper towel used to dry hands



Fire Safety - Code Red

In the event of a fire volunteers would:

1. Call for help from a staff member
2. Practice Race
 - R - Rescue
 - A - Alarm, use a pull station or call x4-4444
 - C - Contain, close all windows and doors
 - E - Evacuate
2. Wait for instructions in service area
3. If using a fire extinguisher
 - P - Pull
 - A - Aim
 - S - Squeeze
 - S - Sweep
4. Do not block fire/ smoke doors, fire exits, pull stations or extinguishers
5. Know the locations of pull stations and extinguishers
6. Evacuation - If there is smoke of fire, patients and staff should horizontally evacuate to the other side of a closed fire barrier door. Doors are identified with a red dot in the upper right hand corner of the door frame.

Hint: Sing Happy Birthday or ABC's two times. That is how long you should wash your hands.

Can I use an alcohol based hand rub?

- Yes, place a quarter size amount in the palm of your hand and rub thoroughly over hand and between fingers until dry

Emergency Operations Plan - Code Orange

- Code Orange is issued in the event of a chemical, biological, natural or other disaster in the Washington DC Area
- Volunteers are to stay in service area if needed
- If you are not needed in your service area, report as listed below for further instructions
 - Monday - Friday 9-5: Volunteer Services
 - Evenings & Weekends: Gorman Auditorium Labor Pool

Emergency Operations Plan (Code Orange)

- In the event of a conventional chemical, biological or other disaster in the Greater Washington DC area, a Code Orange will be issued.
- As a volunteer you are to stay in your assigned area if you are needed
- If you are not needed in your assigned area you will be asked to join the labor pool in the hospital.
 - **Monday through Friday from 7:00am to 5:00pm**
Report to Gorman Auditorium
 - **Monday through Friday from 5:00pm to 7:00am**
Report to Hospital Chapel on 1 Main
 - **Saturdays & Sundays anytime**
Report to Hospital Chapel on 1 Main
- Always have your ID badge on and visible
- Individuals under the age of 18 will only be released to their parent or guardian in the event of an emergency.

Emergency Evacuation Plan (Code Black)

- In the event of a situation that would induce the need for emergency shelter, shelter-in-place or evacuation under imminent threat or response to facility damage a Code Black would be issued.
- Situations that would warrant activation:
 - Imminent danger from a threat (tornado)
 - Outside threat such as chemicals or radiation
 - Hostage/Barricade
 - Damage to facility
 - Loss of Key Utilities
 - Unable to support patient care due to loss of resources
- As a volunteer you are to stay in your assigned area if you are needed
- If you are not needed in your assigned area you will be asked to join the labor pool in the hospital.
 - **Monday through Friday from 7:00am to 5:00pm**
Report to Gorman Auditorium
 - **Monday through Friday from 5:00pm to 7:00am**
Report to Hospital Chapel on 1 Main
 - **Saturdays & Sundays anytime**
Report to Hospital Chapel on 1 Main
- Always have your ID badge on and visible
- Individuals under the age of 18 will only be released to their parent or guardian in the event of an emergency.

Protective Services

- Emergencies, call 4-4444. Non emergencies, call 4-3800.
- Offer escort services by calling 4-3800. They will escort you to the parking lots on campus as well as some locations near GUH and Reservoir Rd.
- Provide you with ID badge. The Operations Center is located on the lower level of the Gorman Building. Volunteers are to bring a valid photo ID along with the Volunteer Services ID badge form in order to obtain their ID badge.
- All volunteers must have their ID badges on at all times.
- Your ID badge is also your parking pass. This will allow you to park in the Leavey Center (Entrance 1) or Garage 1 (Entrance 2). Please show your badge and write your name and volunteer on the back of the parking ticket.
- In the case of an emergency or in observation of any unusual activity immediately call 4-4444
- Remember to secure all personal property while you are at GUH. If you do not need it for your responsibilities as a volunteer, please leave it at home.
- Protective Services can also be called for issues with your car in the parking garages or if you need a door with in the facility opened, with permission.

Infection Prevention

- I. Patients on Isolation
 - a. See the following pages for more information on isolation
 - b. Gloves are to be worn when entering a patient room, if you think you may touch any of the items in the patient room.
 - i. Proper way to remove gloves
 1. Remove gloves by pinching cuff of first glove and peeling back.
 2. Slide two ungloved fingers under cuff of the second glove and peel back.
 3. Dispose gloves properly and wash hands
 - c. C-Diff Isolation
 - i. If a patient has CDiff they would have both the CDiff sign and the Contact isolation sign on their door. Please make sure that volunteers going in and out of a room with this sign on it must wash their hands before entering and after leaving the patients room with soap and water, not alcohol hand gel.
 - ii. CDiff spores are highly resistant to most cleaning materials; therefore the physical action of hand washing is important. If you are visiting someone in a hospital, the alcohol gel on wards will not help: it will simply rub the spores around your hands.

Information for Isolation Precautions

What is **ISOLATION**?

Isolation is a set of precautions that are taken to protect patients, care providers and visitors from passing on a communicable disease or bacteria to yourself or others. You will see a sign stating **Isolation Precautions** on the patient's door. When a person has a disease or illness that can be passed on to another person by touch, by travel through the air, or by contact with a contaminated environment (including equipment) that person is placed in a private room. There are three types of isolation: contact, airborne, and droplet.

Very strict hand washing must be done before entering a room. In addition, EVERYONE who enters an isolation patient's room must wear some or all of the following depending on the type of isolation:



Remember..... Hand washing must be performed before entering any room in isolation, before contact with the patient or anything in the patient's environment, and before leaving the room. This can be done with soap and water or with an alcohol gel product.

BEFORE ENTERING AN ISOLATION PATIENT'S ROOM, ALWAYS SEE THE NURSE.

What is **CONTACT** isolation?

Contact isolation is used when a patient has a form of resistant bacteria (germ) such as MRSA (methicillin resistant staph aureus), VRE (vancomycin resistant enterococci), Clostridium difficile, and/or other resistant bacteria. A resistant bacteria is a germ that will not respond to an antibiotic normally used to treat it.

When entering the room, you must **wash your hands** and put on a gown and pair of gloves. Before leaving the room, be sure to remove the gown and gloves and dispose of them in the trash inside the room before leaving the room. Wash Your Hands. Do not touch anything or place any personal items in the room.

What is **AIRBORNE** isolation?

A patient is placed in airborne isolation when they have a disease that is caused by bacteria that can travel on air currents and is passed by coughing, sneezing or even talking. Examples of these illnesses are tuberculosis and chickenpox since these germs can be carried in the air. When entering patient's room, you must **wash your hands and put on a surgical mask**. Upon leaving the room, remove the mask and dispose of it in the trash. Wash Your Hands. The door to the room must remain closed at all times since these germs pass through the air.

What is **DROPLET** isolation?

A patient is placed in droplet isolation when they have an illness that is spread to another person by coughing or sneezing out the germ. This is different from airborne illnesses because the germ can only travel a few feet and land on the bed or other objects nearby. Such illnesses are the flu, some forms of bacterial meningitis, pertussis, etc. When entering the room, you must **wash your hands and wear a surgical mask**. If you are going to touch the patient, you must wear a gown and pair of gloves in the room. Before leaving, remove mask, gown and glove, and discard in the trash inside the room. Wash Your Hands. The door does not need to remain closed.

What is else should you do?

WASH YOUR HANDS BEFORE AND AFTER ENTERING AND LEAVING THE PATIENT'S ROOM.

- Never visit a patient in the hospital if you are sick, have a sore throat, fever or cough.
- Keep visitors to a minimum for patients in isolation.
- Do not take personal items into a patient's isolation room, if possible.
- Do not remove anything from an isolation patient's room.
- Do not eat or drink in an isolation room.

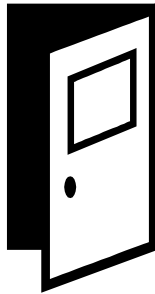
AIRBORNE ISOLATION

In addition to standard precautions

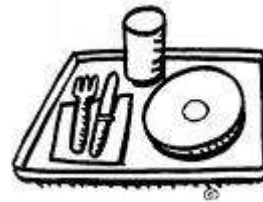
Visitors: Report to Nurse Before Entering.

BEFORE CARE DURING CARE AFTER CARE

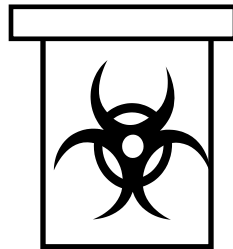
- Private room
- Door closed
- HEPA air filter or negative pressure room
- N-95 respirators required for all staff entering room
- Hand Hygiene



- Limit transport of patient for medically necessary procedures only (no ambulating in the hallway)
- Patient must wear a surgical mask, clean gown and have a clean sheet for all transports
- Nurse will deliver regular meal tray



- Contain linen in bag in patient's room
- Discard all trash contaminated with blood, body fluids, secretions, or excretions in red plastic bags
- Wash hands



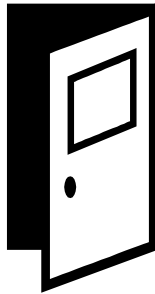
DROPLET ISOLATION

In addition to standard precautions

Visitors: Report to Nurse Before Entering.

BEFORE CARE **DURING CARE** **AFTER CARE**

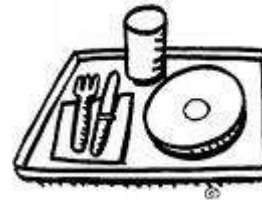
- Private room
- Door closed



- Surgical masks are required for all staff and visitors upon entry to the room or cubicle
- Hand hygiene



- Limit transport of patient for medically necessary procedures only
- Patient must wear a surgical mask, clean gown and have a clean sheet for all transports
- Nurse will deliver regular meal tray



- Contain linen in bag in patient's room
- Discard all trash contaminated with blood, body fluids, secretions, or excretions in red plastic bags
- Hand Hygiene



CONTACT ISOLATION

In addition to standard precautions

Visitors: Report to Nurse Before Entering.

BEFORE CARE DURING CARE AFTER CARE

- Private room if possible



- Door may remain open

- Wear gloves when entering patient room



- Wear gown when entering patient room



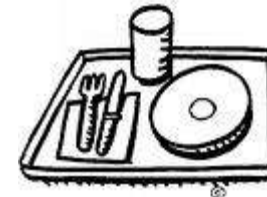
- Limit transport of patient for diagnostic procedures only

- Patient must wear clean gown and have a clean sheet for all transports



- Nurse will deliver regular meal tray

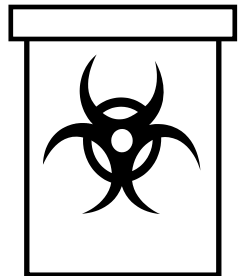
- Limit use of patient care equipment (thermometers, BP cuff, etc.) to single patient and clean and disinfect between patients



- Contain linen in bag in patient's room



- Discard all trash contaminated with blood, body fluids, secretions, or excretions in red plastic bags



- Wash hands



Contact Isolation

Hands must be washed with
soap and water

Patient Rights and Responsibilities

A Patient has the Right to:

- Respectful and considerate care
- Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, or source of payment.
- A clear, complete and understandable description of his/her condition and treatment choices
- Have their own physician notified of his/hers admission to the hospital
- Ask questions and expect answers about benefits, common risks and recognized alternatives before giving his/her permission for any procedure or research study
- Refuse a diagnostic or therapeutic procedure, treatment or research study to the extent permitted by law and to be informed of the medical consequences of refusal.
- Have pain appropriately assessed and managed
- Ask their healthcare worker to please wash his/her hands
- Request or refuse an interpreter
- Contact a Patient Advocate if there are concerns or complaints about the care received or the privacy of his/her medical information
- Privacy and to receive a notice of our privacy practices and privacy rights
- Formulate Advance Directives and have hospital and medical staff comply with those directives to the extent permitted by law.
- Access, copy and updated their medical record in accordance with the Notice of Privacy Practices
- Leave the hospital as soon as possible with instructions about caring for him/her self at home.

A Patient has the Responsibility to:

- Give his/her health care team the most complete and correct information about his/her health, health history, insurance and related issues.
- Tell his/her caregivers about changes in the way he/she feels when he/she is in the hospital, in the doctor's office or after he/she leaves.
- Follow the plan of care
- Pay attention to the care he/she receives
- Speak up if he/she does not understand
- Discuss his/her Advance Directives with his/her physician prior to admission, when admitted and any time he/she makes a change to the document
- Keep noise to a minimum; to use the telephone, TV and lights courteously
- Be considerate and respectful of other patients and hospital employees as well as others' property and equipment
- Help us maintain a healthy and healing environment, refrain from the use of tobacco products in adherence with the hospital's tobacco free policy.

The Joint Commission Overview

The Joint Commission is an independent organization that sets the standards for health care quality in America and around the world. Hospitals are surveyed by staff members from the JC to see if the organization meets their over 500 standards. The survey happens about every three years but can occur at anytime without notice.

Although you are not employees of Georgetown University Hospital, you are an important part of the hospital's operation and you may be asked about the role you play in ensuring quality here.

- Always wear your hospital-issued ID
- Wash your hands (or use the alcohol-based gel) before and after every patient contact. Do this even if you only go into a patient room to deliver something.
- Respect patient privacy. If you see someone here that you recognize from newspapers or the TV, you should not discuss this outside of the hospital.
- Help ensure patient safety:
 - If you are feeling sick, please stay home
 - If a patient is wearing a yellow armband, they are at risk for falling. If they are trying to get up, tell a nurse or another staff member immediately.
 - Again, wash your hands
- If you are told that the JC is here conducting a survey, it is unlikely that you have to do anything differently from what you do every day that you volunteer. If you are approached by a surveyor (who will be with an escort from the GUH staff), there are several questions that you might be asked:
 - What type of orientation did you receive when you began as a volunteer?
 - How do you help promote patient safety? (you wash your hands)
 - What would you do if there was a fire in the hospital? Here, this is referred to as a "Code Red". (Help make sure that the halls are clear and be sure exit that you are near is not obstructed)

If you have any questions about this, please ask Kristen.

HIPAA Overview

“Patient First” is the heart of the quality care at Georgetown University Hospital. Part of “Patient First” is our promise to keep patient information private. This is now a national law. These laws are called the HIPAA privacy Rule (Patient Privacy Rights) and HIPAA Security Rule (Securing Patient Health Information) and regulate what we may or may not do with patient information. All patients receive a MedStar Health Notice of Privacy Practices, which indicates what information we may request from them while at our facility.

Key Points to Remember

- Anything you see or hear that lets you know about the health of a specific patient is protected information and should not be shared.
- To protect this information do not snoop, gossip and remember to keep your voice low when speaking and respect the patient information.
- Any materials with patient information should not be thrown away. They should be disposed of in a secure bin or shredded. If you see patient information in an open trash container, notify a supervisor/manager.
- If you have questions, ASK
- If you have specific questions, concerns or want to report a violation, contact your supervisor or call the hospital’s privacy liaison.
- If you are found to be in violation of the privacy laws you may be disciplined by the hospital.

Code of Conduct Overview

The Code of Conduct is designed to help employees in the MedStar Health make ethical business decisions. However, no single document can address every issue. You may face a situation where the right course of action is unclear. Use your own judgment, the code of conduct and other MedStar Health policies as guides. MedStar Health Integrity Hotline us 877-811-3411

If you are still unsure, ask yourself these four questions:

1. Is it inconsistent with MedStar Health’s values and policies?
2. Is it illegal or unethical?
3. Would MedStar Health (or you) be compromised or embarrassed if it became public knowledge?
4. Is it unfair or inappropriate, or does it appear unfair or inappropriate?

The Code of Conduct focuses on:

- The Treatment of People
- Patient Care
- Confidential Information
- MedStar Health’s Reputation and Branding
- Accuracy, Retention & Disposal of Documents & Records
- Employment Practices
- Associate Rights and Responsibilities

- Business Practices
- Accepting or Giving Personal Gifts
- Accepting or Extending Invitations
- Additional Legal Considerations
- Fraud, Abuse and Waste
- Compliance with Federal and State False Claims Acts

Key Points to Remember:

- All patient information is confidential
- Workplace harassment is not tolerated
- We are an alcohol, tobacco and drug free workplace
- Do not accept gifts from patients or solicit gifts
- All Patient documents must be disposed of in locked bin or shredded
- Examples of Fraud & Abuse are billing for services or supplies not rendered, or falsifying any type of record.
- To report a concern anonymously, contact Mary Jo Schweickhardt at 703-558-1204
- Employees can be disciplined for not adhering to compliance requirements.
- Retaliation for reports will not be tolerated

For more HIPAA and Code of Conduct information refer to the two booklets within the orientation folder.

Language Services

Interpreter services is available hospital-wide 24/7 for all physician appointments, procedures and hospital stays in over 175 spoken languages and American Sign Language (ASL) at no cost to providers or patients.

Interpretation is provided primarily by video and phone through the MedStar Interpreter Network (MIN) - an on-demand spoken and sign language interpretation system which provides immediate access to qualified medical interpreters.

In-person interpretation is also provided hospital-wide on physician's request or as needed through Language Services in the department of Patient & Physician Advocacy and International Services. Language Services is staffed by bi-lingual *Language Services Advocates* who provide interpretation remotely on MIN and also in-person (Spanish, American Sign Language and Arabic) and who also work with the medical team to assist in cultural or special needs accommodation. Language Services Advocates are available Monday through Friday, 8am to 5:30pm.

How To Get an Interpreter?

- MedStar Interpreter Network (MIN) – Dial GoMIN (4-6646) from any phone or video or 202-444-6646 from off site to get a qualified medical interpreter on-demand. All interpretation on the MIN system is provided remotely by Georgetown and other hospital-based medical interpreters on a closed and secure network. MIN interpretation is not broadcast or recorded.

- In-Person interpreters may be scheduled 72 hours in advance by calling 4-TERP (x48377).



Wireless Video
ED, clinics, Deaf inpatients



Desk Phones
by conference call

Dual Handset & Speaker Phones
patient units, ICU's, PACU, clinics



Contact Information: Located in the CCC Building on the 3rd floor



Language Services
Advocacy and International Services
3rd floor, CCC Building
Open Monday-Friday 8 am - 5:30 pm
202-444-8377

Use Interpreter Services for ALL Limited English Proficiency and Deaf patients & families. Use of family or staff to interpret is not permitted.
It is a patient's right to request or refuse an interpreter.

Pastoral Care and Mission Services

Catholic Health Care in the Jesuit Tradition

Georgetown University Hospital belongs to a long and rich Catholic and Jesuit tradition of caring for the sick. Jesuits have always ministered to the sick. Over the years, several thousand Jesuits gave their lives while serving plague victims. To prepare others to serve the sick as well, Jesuits founded their first medical school over 400 years ago.

Jesuits understand care of the sick as continuation of the healing ministry of Jesus, who healed the sick and called on his disciples to continue that work as integral to proclaiming the gospel. Jesuits see care of the sick as a vocation, a call to serve. The richness of that call gives work in health care a special dignity and meaning. More than a job, health care is a ministry.

The Catholic hospital strives to be a sign of God's continued caring and healing presence. As a Catholic hospital, Georgetown University Hospital aspires to be a community of service - in Jesuit language, a community of "men and women for others."

The overriding value of a Catholic, Jesuit hospital is the dignity of the human person – understanding the person as having his or her origin, purpose and destiny in God.

Georgetown University Hospital is committed to treating patients, family members and employees in accordance with that dignity.

The Jesuit traditions teaches care for the whole person and a commitment to the psychological, spiritual and social – as well as the physical – well-being of those we serve. Attention to the spiritual gives the Jesuit institution an inter-faith perspective and respect for the varied expressions of the spiritual in people’s lives.

Jesuits also have a 400 year-old intellectual tradition of research and scholarship, and of participation in the dialogue between science and service, and between technology and faith. The quest for excellent flows Jesuit dedication to working for “the greater glory of God and the welfare of humanity”, a sentiment carved on the cornerstone of the Main Hospital building. In that spirit, Jesuits put scientific excellence at the service of people in need.

Jesuit spirituality holds that God is to be found in the events of our lives, and so in every phase of sickness and health. At Georgetown University Hospital, we strive to see in every ailing man, woman and child not only human vulnerability but divine availability. The crucifixes that hang on our walls remind us not just that God suffered in Jesus, but that God in flesh is to be found wherever any of us is wounded and whenever any of us comes to his or her aid.

The Department of Mission and Pastoral Care Provides:

- Spiritual and emotional support to patients, families, and staff through sacramental and liturgical ministries, spiritual presence and conversation.
- Religious services and masses
- Greetings by a chaplain within 48 hours of admission
- Sacraments for patients of all faiths
- 24 on-call coverage
- Ethical decision-making counseling
- Bereavement and grief support groups
- Televised religious services on channel 2
- Muslim prayer rugs
- Weekly Rabbi visits
- Professional ministry training

Worship and Prayer Services in the Hospital Chapel

- Catholic Mass is celebrated
 - Monday – Friday at 7:30am and 12:05pm
 - Saturday & Sunday at noon and 4:00pm
- Protestant Communion service every Tuesday at 4:00pm
- “Thirsty Thursdays” inspirational preaching service every Thursday at 12:45pm
- An Ecumenical Service every Friday at 1:00pm

Where is the Chapel Located?

- On the first floor of the Main Building near the Reservoir Road entrance.
- It is open at all times for prayer and reflection.

Contact a Chaplain

- 202-444-3030
- Chaplains are available 24 hours a day to patients and their families

Hospital Tour

Pasquerilla Healthcare Center (PHC)

- Outpatient offices
- One of the central hospital entrances
- Lower Level - Facilities
- Ground floor – Sign in Computer, Georgetown Café, ATM, Concierge Desk, Outpatient Pharmacy, Orthopaedics
- First Floor – Plastic Surgery
- Second Floor – Pediatrics
- Third Floor- OB/GYN
- Fourth Floor – Vascular Surgery, Urology
- Fifth Floor – Outpatient Offices
- Sixth Floor – General Internal Medicine
- Seventh Floor – Neurology & Neurosurgery

Gorman Building

- Lower level – Protective Services (ID Badge), Biomedical Engineering, Mailroom
- Ground Floor – Outpatient Lab
- First Floor - Otolaryngology / ENT
- Second Floor – Nuclear Medicine, Radiation Safety

Concentrated Care Center (CCC)

- Inpatient building
- Ground Floor – Emergency Department, Radiology, Same Day Surgery (WR)
- Second Floor – Snack Bar, Surgical Waiting Room, MRI
- Third Floor – Volunteer Services, Case Management, Infection Prevention, International Services
- Fourth Floor – Intensive Care Units
- Fifth Floor – Child Life/ Pediatrics, Transplant Center for Children
- Sixth Floor – Neurosciences

Bles Building

- Inpatient building
- Lower Level- Radiation Oncology
- Ground Floor – Physical Medicine and Rehabilitation, Inpatient Pharmacy, Respiratory Therapy, Materials Management, Infusion Services
- First Floor – Center for Wound Healing
- Second Floor – Oncology, Dialysis
- Third Floor – Hematology, Oncology
- Fourth Floor – Adult Medicine
- Fifth Floor – Adult Medicine
- Sixth Floor – Transplant, Diabetes/ Wound Surgery patients

- Seventh Floor – General Surgery

Main Building

- Inpatient & Office building
- Lower Level – Environmental Services
- Ground Floor –Occupational Health Health, Nutrition Services
- First Floor – Hospital Administration, Gift Shop, Chapel, Registration, Nursing Administration, Nursing Recruitment & Retention, Cashier's Office, Coffee Shop, Concierge Desk, Sign In Computer, Inpatient Lab & Blood Services, Foot & Hand Clinic.
- Second Floor - Transplant Institute, Labor & Delivery, Endoscopy
- Third Floor – Labor & Delivery, NICU Family Lounge, Parenting Services,
- Fourth Floor – Cardiac Care Unit, Pulmonary Offices, Cardiac Cath Lab, Echo Lab
- Fifth Floor – Sleep Center, PPHP, Transporters
- Sixth Floor – Orthopedic Surgery
- Seventh Floor – GCRC

Lombardi Comprehensive Cancer Center

- Lower Level - Research
- Ground Floor – Betty Lou Orisman Breast Center, Patient Navigator (Check in on 2 LCCC)
- First Floor – Pediatric Oncology, Pediatric Art Therapy, Concierge Desk, Sign In Computer, Outpatient Oncology Clinic
- Second Floor – Administrative Offices.