



## Frequently Asked Questions

### **Where is MedStar Georgetown University Hospital (MGUH)?**

*MGUH is located at 3800 Reservoir Road, NW, next to Georgetown University in Washington, DC. The hospital is easily accessible by car or by public transportation.*

*Driving directions, maps, parking information, and public transportation information can be found at:*

*[www.GeorgetownUniversityHospital.org](http://www.GeorgetownUniversityHospital.org)*

### **What kind of surgery do you do at MGUH?**

*We do all types of major and minor surgery including orthopedic, neurosurgery, liver surgery, organ transplant, breast surgery, general surgery, spinal surgery, urologic surgery, and gynecological surgery. We also offer a full range of medical and outpatient services. Vascular and cardiac surgery is provided at our sister hospital, MedStar Washington Hospital Center.*

### **I am interested in seeking care at MGUH. Will my insurance be accepted?**

*MGUH accepts most major insurance plans including Medicare and Medicaid. If needed, we can assist you in working with your insurance company on a case-by-case basis. Our staff is here to help you with this concern. Please do not hesitate to contact us at 202.444.1797.*

### **Is bloodless medicine and surgery more expensive? Will I have a problem with my insurance company?**

*No! It is not more expensive. In fact, many of the techniques used in bloodless medicine and surgery lead to shorter lengths of stay in the hospital, better outcomes, and less complications. We usually do not experience any difficulty with insurance company's willingness to pay for services associated with the Bloodless Medicine and Surgery Program (BMSP).*

### **How can I be transferred to MGUH from another facility?**

*Transfers from another healthcare facility are initiated by the patient's attending physician by calling our **Healthcare Referral Center** toll-free at **800.442.4200**. A nurse is available 24/7 at the referral center and will gather all of your pertinent information and facilitate the transfer. Your attending physician should inform the nurse at the referral center that you wish to take part in the BMSP. The program team will be notified of your impending transfer.*

### **I am anticipating surgery at MGUH and have selected a BMSP surgeon provider. Should I be concerned about my anesthesiologist?**

*The BMSP team will ensure that an anesthesiologist provider will be assigned to your surgery. The anesthesiologist provider is intimately involved in all*

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*clinical aspects of patient blood management. Additionally, before you ever arrive to the operating room, your Patient Instruction Sheet, reflecting your wishes, will be completed by program staff and reviewed by the medical team.*

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### **How do I find a BMSP provider at MGUH?**

*Please call our office at 202.444.1797 for a referral to a physician that will fit your specific needs, both from a medical and insurance standpoint. When you call, please provide as much information as possible about your medical condition/problem so that we can refer you to the appropriate BMSP physician provider.*

### **How can I make sure my wishes regarding blood transfusion are known to the people taking care of me at MGUH?**

*The BMSP team is notified of any patient who is admitted to the hospital, and is identified as one of Jehovah's Witnesses or a patient for whom blood transfusion is not an option. An identification bracelet, which states, "NO BLOOD", is placed on the wrist for all program patients.*

## **Becoming a patient at MedStar Georgetown University Hospital**

- 1. If you are not familiar with the MGUH Bloodless Medicine and Surgery Program:** Please call the office and we will be glad to tell you about the program and what it offers.
- 2. If you currently have a medical issue:** Call us for a referral to a physician who will meet your specific needs.
- 3. If you become sick unexpectedly:** If you feel you can safely make it to our emergency room, please come.
- 4. If you are in a TRUE medical emergency:** Call "911" or go to your CLOSEST emergency room for immediate care, and call us if you would like to be transferred to GUH.
- 5. If you are ALREADY a patient in another hospital:** If you wish to be transferred to MGUH, please call us and let us assist you.

### **Contact Us**



**202.444.1797**

**On the Web:**

**[www.MedStarGeorgetown.org/Bloodless](http://www.MedStarGeorgetown.org/Bloodless)**