

Frequently Asked Questions

What time is my surgery? When do I need to be at the hospital?

A member of our staff will call you one week before surgery to confirm surgery date and time. The time of your surgery is subject to availability in the OR.

You must arrive at the hospital two hours before your surgery time to check in. Wear loose clothing that can be fastened or zipped up the front, and is easy to put on and take off. Remove all nail polish, makeup, and piercings. Leave all jewelry, valuables, and contact lenses at home.

Can I drive myself home after surgery?

You must arrange for a responsible adult, over the age of 18, to pick you up from the hospital after you are discharged, drive you home, and stay with you at least the first night you are home. You will not be permitted to drive, or leave the hospital alone or in a cab/Uber.

When do I need to come back after surgery?

Your surgeon's office will give you a date and time to come back for a post-operative appointment with one of our providers. The timing of this appointment is determined by the type of procedure you had. If you have questions or need to change the time of your appointment once it is scheduled, you can reach our office at 202-444-8751.

I have clinical questions after my surgery, but I don't come in to the office until next week. Who can I talk to?

During business hours (8:30AM – 5:00PM, Monday – Friday), you may call the Plastic Surgery Front Desk at 202-444-8751, and ask to speak with a provider.

After business hours, please call the Page Operator at 202-405-1141, and ask to speak to the Plastic Surgery Resident on Call.

Where should I go the morning of surgery? Where should family and friends wait?

Please refer to the attached map for a layout of the hospital.

You will be admitted to the hospital through our Surgery Center, located at Entrance 2 near the Emergency Department entrance. You may park in Garage 1, or be dropped off at the Surgery Center. Valet parking is available at no additional charge and a concierge inside will assist you with the admissions process.

Upon your arrival at the hospital, please take time to verify your insurance information with the Surgery Center staff. Be sure to bring your insurance card, photo ID, and any referral or authorization form you received from your doctor or insurer.

If you are having surgery or a procedure on the same day that you are admitted to the hospital, your family and friends will be asked to wait in the Surgery Center.

If you are being admitted for an overnight hospitalization, your family and friends will be directed to the Surgery Waiting Area on 2 CCC. Our staff will tell them your room number when your surgery is over.

If you are experiencing a medical emergency, please call 911 or present to your nearest emergency room for evaluation and treatment.

I would like a private room for my overnight stay. How do I get one?

Your room assignment depends upon the type of care you require. Some services are restricted to specific locations to ensure proper care is being provided. We will make every effort to provide the type of accommodations that you request. Please be aware that we have a limited number of private rooms, and they are assigned based on medical necessity and availability.

Can I have visitors while I am staying in the hospital?

Visitors are welcome from 11 a.m. to 8 p.m. on most general medical or surgical units. However, hours vary based on the level of care, the type of unit and physician's instructions. Ask your nurse for information about your unit. Due to the limited amount of space in the patient rooms and waiting areas, we ask that you limit your visitors to two people at a time. Please be courteous and considerate of other patients.

We are coming from out of town for surgery. Where can my family stay?

There are hotels in the area that offer discounts to patients and their families. Please see the attached document "How to Schedule Your Hotel Stay for Surgery" for a list of nearby hotels, including proximity to the hospital and contact information

When will I be discharged to go home?

Your doctor will tell you when you will likely be discharged. The actual time of departure often depends on the results of final "morning of" laboratory or radiology tests, and a last assessment of your physical status by your doctors. We are sensitive to the healthcare needs of our patients, and will make every effort to keep you informed on the progress of your discharge so that you are not discharged before medically appropriate.

After your physician has written your discharge orders, the nurse will review your discharge instructions with you and provide any prescriptions ordered by your physician. Be sure you understand these instructions before you leave, and have contact names and phone numbers in the event you have questions.

Valuables secured in the Protective Services office may be reclaimed by stopping by the Protective Services office on your way out, or by sending a family member to the office prior to departure. Please remember to bring the receipt in either case. Unit personnel will escort you to the Main Lobby. Your bill will not have been fully itemized at the time of your discharge, so it will be mailed to your home once it has been completed.

The Outpatient Pharmacy is located on the ground floor of the Pasquerilla Healthcare Center (PHC), located behind the main hospital (map attached). Prescriptions and selected over-the-counter medications may be conveniently purchased there on your way home. You may receive a phone call from one of our nurses in the days after you go home. We are very interested in how you are progressing in your recovery. Feel free to ask about questions which may arise after your discharge.

I need a translator. Do I need to bring one with me to the hospital?

The International Services department provides foreign language interpreters at no charge for patients and their families. Patient Care Coordinators from this department also assist with any special needs. Interpreter Services provides on-site interpreters and access to Language Line® Dual Handset Telephones. These special phones can be installed in patient rooms to provide direct connection to a multi-lingual medical interpreter. Call International Services at 202-444-1588, Monday-Friday, 8 a.m.-6 p.m. For assistance after hours and on weekends, please speak with your nurse.

If you are experiencing a medical emergency, please call 911 or present to your nearest emergency room for evaluation and treatment.

Will my insurance cover my surgery?

If you are insured and undergoing a procedure, the Hospital Precertification/Preregistration Department will contact your insurance company prior to services being rendered to secure an estimate of your unmet deductibles and co-insurance amounts. If you do not have insurance, or if you elect to self-pay, you will be notified by your Physician's office and/or the Hospital Precertification/Preregistration Department of the **estimated** costs and you will be expected to make payment arrangements prior to the time of service.

The final bill for remaining coinsurances and other balances will not be due until MedStar has received all payments from your insurance company. In addition, your insurance carrier(s) will send you statements (explanations of benefits) of their payments made to MedStar. These statements also outline any amount for which you may be responsible. Please call your insurance carrier or employer's benefits office for details about your insurance or benefit policy coverage.

If you have questions about what services are covered at MedStar Georgetown University Hospital, check with your health plan or your company's benefits office; they will have the most detailed information about your coverage.

When will I receive a bill?

The hospital bill and the bill from your physician will be separate. Your insurance information will be verified prior to and upon your arrival at the hospital for services. Please provide any necessary authorizations and/or referrals at the time of service. If the insurance information, authorizations, or referrals are not provided at the time of service, you will be required to sign a financial responsibility form agreeing to pay for the services not covered or denied by your insurance.

Who fills out my disability paperwork?

A member of our clinical staff will complete any necessary FMLA (Family and Medical Leave Act) forms, or other paperwork that you may need to return to work. Please be advised that there is a \$15.00 fee for completion of such paperwork. Your forms will be returned to you within seven (7) business days.

Where can I get a copy of my medical records?

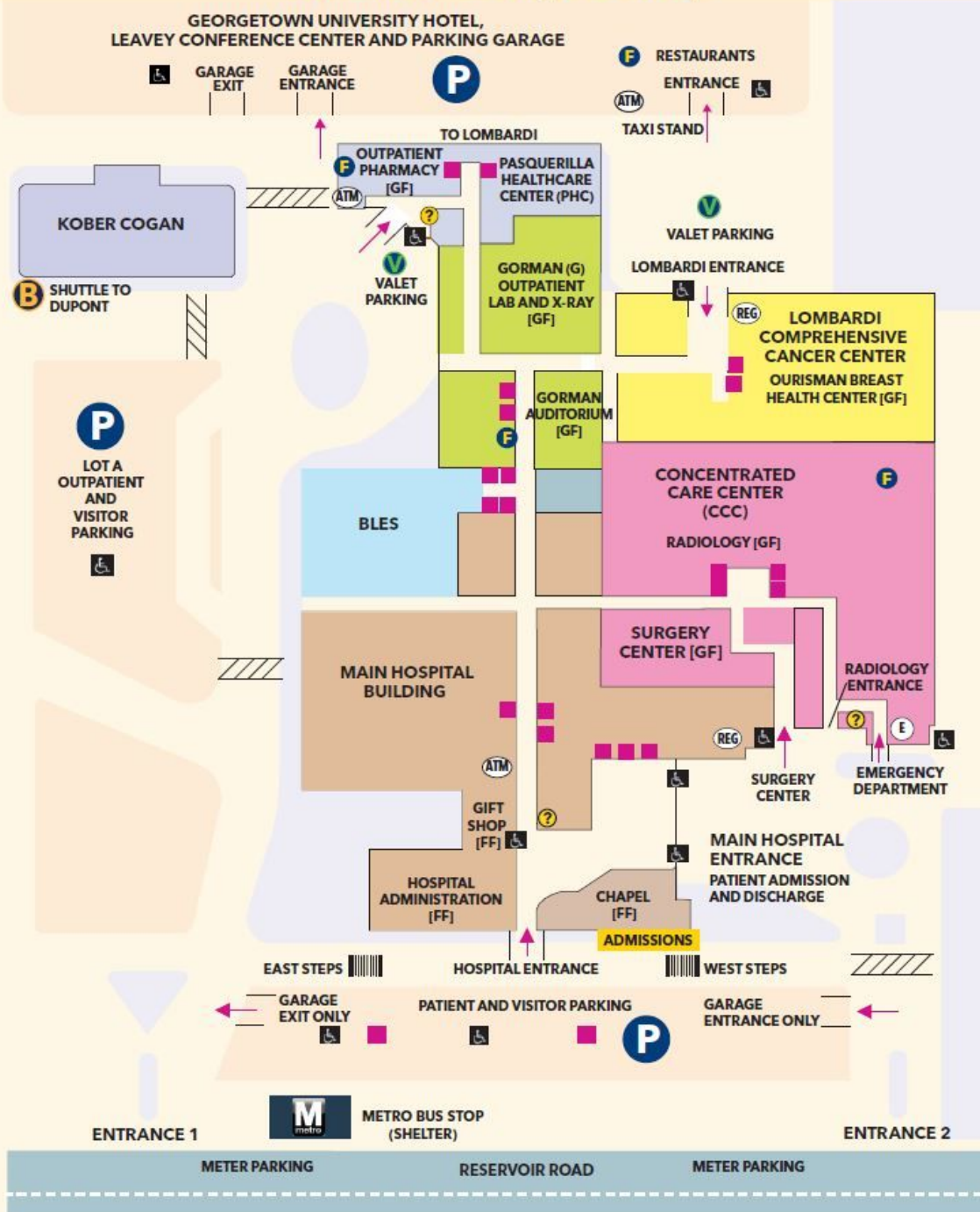
Because your medical records are confidential, the Hospital has safeguards in place to protect the privacy of your records. Your written permission is required for the release of information from your records except in those situations specified by the federal Health Insurance Portability and Accountability Act (HIPAA). You should have received a pamphlet, "Notice of Privacy Practices" when you first came to MedStar Georgetown University Hospital. This document outlines all of our procedures and practices related to protecting your health information.

While the information in your medical record is about you and is your information, the actual physical record is the property of MedStar Georgetown. Your physician will usually arrange to send information from your record to those who will be seeing you for follow-up care. However, there may also be other circumstances that require you to obtain copies of your records. If this is the case, please contact our Health Information Management Department at 202-444-3392 to make arrangements for any record-related information pertaining to your stay here.

Please note, requests for records related to outpatient doctor's office appointments must be separately requested directly through your doctor's office. There is a charge for patients who wish to obtain copies of their medical records for personal use.

If you are experiencing a medical emergency, please call 911 or present to your nearest emergency room for evaluation and treatment.

Interior Campus Map



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|-----------------------|--------------------|-------------------------|
| ATM | First Floor | Outpatient Registration |
| Elevators | Food | Parking |
| Emergency Department | Ground Floor | Pedestrian Crosswalk |
| Entrance | Handicapped Access | Shuttle Bus Stop |
| Entrance After 9 p.m. | Information | Valet Parking |

Please note that the main building connects to the CCC building only on the ground, first and fourth floors.

How to Schedule Your Hotel Stay for Surgery

There are two hotels offering a discounted rate for MedStar Georgetown University Hospital Patients. The first hotel is **Georgetown Hotel and Conference Center**, located on the campus of the MedStar Georgetown University Hospital. The second hotel offering a discount rate is the **Savoy Hotel**. When you call to schedule your stay, make sure to ask for the “Georgetown patient rate” in order to get the discounted rate. Here are the phone numbers for each hotel:

Georgetown Hotel and Conference Center

3800 Reservoir Rd, NW

Washington, DC 20007

(888) 902-1606

<http://www.acc-guhotelandconferencecenter.com/>

Kimpton Glover Park Hotel

2505 Wisconsin Ave, NW

Washington, DC 20007

(202) 337-9700

GloverParkHotel.com

OTHER NEARBY HOTELS				
NAME	ADDRESS	TELEPHONE	DISTANCE	PARKING
The Holiday Inn	2101 Wisconsin Ave, NW Washington, DC 20007 www.holidayinn.com	202-338-3120	0.6 miles	CHARGE
Georgetown Suites	1111 30th St & 1000 29th St, NW Washington, District of Columbia 20007 United States www.georgetownSuites.com/	800-348-7203	1.5 miles	CHARGE
The Virginian Suites	1500 Arlington Blvd. Arlington, VA 22209 www.virginiansuites.com	703-522-9600 866-371-1446	2.5 miles	FREE
Washington Plaza	10 Thomas Circle, NW Washington, DC 20005 www.washingtonplazahotel.com	202-842-1300	2.6 miles	CHARGE
The Arlington Residence Court Hotel (Suites)	1200 N. Courthouse Rd. Arlington, VA 22201 www.arlingtoncourthotel.com	703-524-4000	2.6 miles	CHARGE
The Washington Suites	100 South Reynolds St. Alexandria, VA 22304 www.washingtonsuitesalexandria.com	703-370-9600 877-736-2500	10 miles	FREE