



MedStar Georgetown University Hospital

# Your patient guide

Your comfort, safety, and experience are important to us.



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## Key Contacts

- Main Hospital
  - 202-444-2000
- Food and Nutrition
  - 202-444-6424
- Environmental Services
  - 202-444-7596
- Pastoral Care
  - 202-444-3030
- Outpatient Pharmacy
  - 202-444-3772
- International Services
  - 202-444-1588
- Patient Advocacy and Experience
  - 202-444-3040

## Admission Checklist

Please use this checklist as we orient you to our unit, medical services, and features within the room.

- Identifying your healthcare team
- Communicating with your medical provider
- Your whiteboard
- Your call bell
- Belongings
- Fall precautions
- Visitation policy



## ABOUT US: Feel Confident in Your Care

MedStar Georgetown University Hospital is a not-for-profit, acute-care, teaching and research hospital with 538 beds, located in Northwest Washington, D.C. Founded in the Jesuit principle of *cura personalis*, or care for the whole person, MedStar Georgetown University Hospital is dedicated to focusing on the full needs of our patients and their families. This goes beyond immediate healthcare needs and extends to providing the comfort our patients and their loved ones need to heal. This philosophy empowers our associates to work together to provide holistic care, as well as a trusting and compassionate environment.

Our hospital follows the Ethical and Religious Directives for Catholic Health Care Services, as outlined by the United States Conference of Catholic Bishops. The Directives can be found on the website of the [United States Conference of Catholic Bishops](#).
















Our centers of excellence include neurosciences, transplant, oncology, orthopedics, and gastroenterology. Along with Magnet® nurses, internationally recognized physicians, advanced research, and cutting-edge technologies, our healthcare professionals have a reputation for medical excellence and leadership.

Our highly specialized and multidisciplinary teams provide a wide range of medical and surgical services for patients with both routine and complex diseases and conditions. As we continue to follow our vision of being the trusted leader in caring for people and advancing health, we remain on the forefront of healthcare delivery with the recent opening of the Verstandig Pavilion. The Pavilion houses 31 state-of-the-art operating rooms, 32 private rooms in a modern and expanded Emergency Department, three levels of underground parking, and 156 private patient rooms designed to support patients and their loved ones. When time is of the essence, a helipad atop the Pavilion enables direct and immediate access to the appropriate point of care.



At MedStar, we are guided by our mission of providing physical and spiritual comfort to our patients and their families, in the Jesuit tradition of *cura personalis*, or care of the whole person.

# Phone Directory

-  Main Hospital: 202-444-2000
-  Central Scheduling: 202-295-0543
-  Environmental Services: 202-444-7596
-  Food and Nutrition: 202-444-6424
-  Gift Shop: 202-444-4181
-  Guest Services: 202-444-2352
-  International Services: 202-444-1588
-  Interpreter Services: 202-444-1588
-  Medical Records: 202-444-3184
-  Non-Emergent Protective Services: 202-444-3800
-  Outpatient Pharmacy: 202-444-3772
-  Parking Office: 202-444-3802
-  Pastoral Care: 202-444-3030
-  Patient Accounts: 410-933-4966 (toll-free 844-817-6087)
-  Patient Experience and Advocacy: 202-444-3040
-  Patient Portal Tech Support: 877-745-5656
-  Social Work/Case Management: 202-444-3750
-  Volunteer Services: 202-444-0695

## Telephone Information/Instructions

For your convenience, every room (except in the NICU and Behavioral Health) is equipped with a telephone. Your telephone number is noted on the whiteboard in your room, or can be provided to you by a member of your care team.

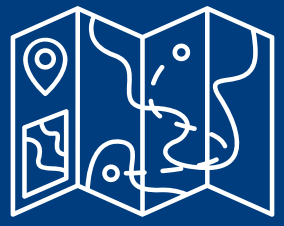
To place a call in area code 202, dial 9, wait for a second dial tone, then dial the desired number. To make local calls to area codes 703 or 301, dial 9, then 1, followed by the area code and number.

To make a long-distance call, dial 9, then 0 (in some cases you must dial 00), followed by the area code and number. An operator will intercept your call to obtain your credit card or home telephone number.



**Cell Phones:** To provide a safe patient-care environment, the use of cellphones is limited in designated patient care areas. In other hospital areas, maintain a distance of at least six feet between your cell phone and any medical equipment.

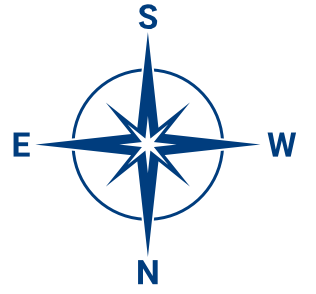
**Quiet Hours:** To ensure our patients have a restful environment during their stay with us, we ask that cell phones be kept on silent/vibrate in patient care areas. If you would like a pair of ear plugs or an eye mask to aid with your comfort and rest while you are staying in the hospital, please inform a member of your care team.



# HOSPITAL MAP

## MedStar Georgetown University Hospital

LEAVEY CENTER



EPICUREAN RESTAURANT

VERSTANDIG PAVILION

Ground Floor PHC elevator to Pavilion parking (public)

OUTPATIENT PHARMACY Ground Floor

ELEVATORS

PASQUERILLA HEALTHCARE CENTER (PHC)

GORMAN BUILDING

ELEVATORS

LOMBARDI COMPREHENSIVE CANCER CENTER

ELEVATORS

GORMAN BUILDING

Ground Bles hallway (associates only)

ELEVATORS

4 Bles hallway (associates only)

BLES BUILDING

CONCENTRATED CARE CENTER (CCC)

ELEVATORS

Ground Floor connecting hallway (associates only)

MAIN BUILDING

1 Main connecting hallway (public)

ELEVATORS

ELEVATORS

GIFT SHOP 1st Floor

WEST TRAFFIC CIRCLE

CHAPEL 1st Floor

PATIENT AND VISITOR PARKING GARAGE AND VALET PARKING

P

TO VERSTANDIG PATIENT AND VISITOR PARKING GARAGE



EAST ELEVATOR

P

WEST ELEVATOR

ENTRANCE 1



METRO BUS STOP

ENTRANCE 2

RESERVOIR ROAD



## NOTICE OF NONDISCRIMINATION

MedStar Georgetown University Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). MedStar Georgetown University Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

MedStar Georgetown University Hospital provides free aids and services to people with disabilities to communicate effectively with us, including qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). MedStar Georgetown University Hospital provides free language services to people whose primary language is not English. If you need these services, please contact the Language Services Department at 202-444-1588.

If you believe that MedStar Georgetown University Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with the MedStar Georgetown University Hospital Patient Experience and Advocacy Office at 202-444-3040.

You can also 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 [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf), or by mail or email at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HH Building, Washington, D.C. 20201, [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov). Complaint forms are available at [hhs.gov/ocr/complaints/index.html](https://hhs.gov/ocr/complaints/index.html).

### Our SPIRIT Values

We don't just say, "It's how we treat people." We do our best to prove it every day with every person we come into contact with, including one another. Our SPIRIT values guide our actions:



**Service:** We strive to anticipate and meet the needs of our patients, physicians, and coworkers.



**Respect:** We treat each individual—those we serve and those with whom we work—with the highest professionalism and dignity.



**Patient First:** We strive to deliver the best to every patient every day. The patient is the first priority in everything we do.



**Innovation:** We embrace change and work to improve all we do in a fiscally responsible manner.



**Integrity:** We communicate openly and honestly, build trust, and conduct ourselves according to the highest ethical standards.



**Teamwork:** System effectiveness is built on the collective strength and cultural diversity of everyone, working with open communication and mutual respect.

# Getting help in other languages

American Sign Language	American Sign Language	Please point to your language. An interpreter will be provided at no cost to you.
Amharic	አማርኛ	እባክህ ወደ ቋንቋዎ ያመልክቱ። አስተርጓሚ ያለምንም ክፍያ ይቀርብልዎታል።
Arabic	العربية	وسمحت اشر الي لغتك. سنوفر لك خدمة الترجمة مجاناً.
Bengali	বাংলা	আপনার ভাষা উল্লেখ করুন। আপনাকে ববনামূল্যে একজন দাভাষী প্রদান করা হলেব।
Chinese	中文	请指出您的语言。将向您提供免费口译服务。
French	Français	Veillez indiquer votre langue. Un interprète sera mis a votre service gratuitement.
Haitian Creole	Kreyòl Ayisyen	Tanpri montre lang ou a. Y ap bay yon entèprèt gratis pou ou.
German	Deutsch	Bitte deuten Sie auf Ihre Sprache. Ein Dolmetscher wird Ihnen kostenlos zur Verfügung gestellt.
Hindi	हिन्दी	कृपया अपनी भाषा की ओर इशारा करें। आपको हनःशुल्क एक दुभाषया प्रदान हकया जाएगा।
Igbo	Igbo	Biko rụtụ aka n'asụsụ gị. A ga-enye gị onye ntughari asụsụ na-akwughị gị ugwo.
Italian	Italiano	Si prega di indicare la propria lingua. Un interprete verrà messo gratuitamente a sua disposizione.
Japanese	日本語	あなたの言語を示してください。通訳者があなたに無償で提供されます。
Korean	한국어	자신의 언어를 가리켜 주세요. 통역사가 무료로 제공됩니다.
Kru (Bassa)	Bàsòò	Né wuḍu-dù ò pòεε kò. Wuḍu-xwíniín-mú-zà-nyò dò mu niin bé ò se jè péè muε.
Persian (Farsi)	فارسی	لطفاً زبان خود را اعلام کنید. یک مترجم شفاهی رایگان برای شما فراهم خواهد شد.
Portuguese	Português	Por favor, indique o seu idioma. Um intérprete será fornecido sem nenhum custo para você.
Russian	Русский язык	Пожалуйста, укажите на Ваш язык. Переводчик будет предоставлен Вам бесплатно.
Spanish	Español	Por favor, señale su idioma. Se le proporcionará un intérprete sin costo alguno para usted.
Tagalog	Tagalog	Pakituro ang iyong wika. Ibibigay sa iyo ang isang interpreter nang wala kang babayaran.
Thai	ไทย	โปรดชี้ไปที่ภาษาของคุณเราจะจัด หาล่ามให้ ใ โดยไม่คิดค่าใช่วย
Urdu	اردو	براہ کرم اپنی زبان کی طرف اشارہ کریں۔ آپ کو مفت مترجم فراہم کیا جائے گا۔
Vietnamese	Tiếng Việt	Vui lòng chỉ đến ngôn ngữ của quý vị. Quý vị sẽ được bố trí một thông dịch viên miễn phí.
Yoruba	Yorùbá	Jòwọ tọka sí èdè rẹ. A ó pèsè ògbifò kan fún ọ ní ọfẹ.

## Language Line Dual Handset Telephones

MedStar Georgetown University Hospital offers Language Line Dual Handset Telephones staffed by trained and certified medical interpreters. For access to this resource, please call Interpreter Services at 202-444-8377.



MedStar Health

MEDSTAR GEORGETOWN  
UNIVERSITY HOSPITAL

# Patient rights and responsibilities.

## As a patient at this MedStar Health facility, you have the right:

- To receive considerate, respectful, and compassionate care in a safe setting, free from all forms of abuse, including verbal, mental, physical, and sexual abuse, harassment, neglect, retaliation, humiliation or exploitation from staff, students, volunteers, other patients, visitors and family members.
- To be treated without discrimination or regard to race, color, national origin, ethnicity, age, religion, physical or mental disability, pregnancy, sex, sexual orientation, sexual stereotyping, marital status, gender, gender identity or expression, language, ability to pay, or socioeconomic status. To be treated consistent with your personal values, beliefs, wishes, and/or gender identity in all activities associated with the treatment you receive.
- To have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- To have access to programs and activities provided through electronic and information technology and physical access to new or altered areas of this facility.
- To be screened, assessed, and treated for pain.
- To have a family member/representative and your doctor 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, prognosis, test results, treatment choices, and possible outcomes of care and unanticipated outcomes of care with a qualified provider, in a language and manner that you understand.
- To be told the names and jobs of the health care team members involved in your care if safety is not a concern.
- To give informed consent before any nonemergency care is provided, including the benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care.
- To consent, request, 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 provided an appropriate means of communication through auxiliary aids and services to ensure your understanding of your care when you do not speak the predominant language of the community or are visually or hearing impaired, without charge.
- To be provided a list of protective and advocacy services when needed.
- To have an Advance Directive, such as a Living Will or the appointment of a healthcare agent to speak on your behalf, to communicate your wishes regarding treatment, and to expect that your Advance Directive will be followed. To make or change your Advanced Directive while in the hospital. To not be discriminated against if you choose not to have an Advance Directive.
- To designate a person to make healthcare decisions for you, if you are unable to do so.
- To have visitors and a support person that you designate, including, but not limited to, a spouse, domestic partner (including a same sex spouse), other family member(s) or friends for emotional support, 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, per hospital visitation policy, unless the visitor's presence infringes on others' rights or safety or is medically or therapeutically contraindicated, or you change your mind on who may visit.
- To designate someone to help with your care at home, if you are admitted to the hospital.
- To remain free from restraints and seclusion unless medically or behaviorally necessary to ensure a safe environment of care for you and others and to have care givers who are appropriately trained regarding the use of restraints or seclusion.
- To consent or refuse to allow pictures of you for purposes other than your care.
- To be provided privacy and confidentiality with respect to your personal identity and dignity in care discussions and treatment.
- To have your health information treated confidentially, so that only individuals involved in your care, monitoring your quality of care, or otherwise allowed by law will be allowed to access your medical record.
- To access, request to amend or receive an accounting of disclosures of your medical record, as allowed by law and in accordance with Health Insurance Portability and Accountability Act (HIPAA). To receive a Notice of Privacy Practices explaining these rights.
- To receive a written statement of those services that may be provided 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 this MedStar Health facility'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 an estimate of hospital charges before care is provided and as long as patient care is not impeded 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, other spiritual services, 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 complaint about the hospital without the fear of retaliation. You may contact a Patient Advocacy staff at 202-444-3040. In addition, you may contact the District of Columbia, The Joint Commission, or the Department of Health and Human Services Office for Civil Rights.

- District of Columbia Department of Health  
Address: 899 North Capitol St., NE, Washington, DC 20002  
Phone: **202-442-5955**  
Email: [doh@dc.gov](mailto:doh@dc.gov)

- The Joint Commission Office of Quality and Patient Safety  
Address: One Renaissance Blvd., Oakbrook Terrace, IL 60181  
Phone: **800-994-6610** Fax: **630-792-5636**  
Website: [JointCommission.org](http://JointCommission.org) (Using the "Report a Patient Safety Event" link in the "Action Center" on the homepage.)

- Department of Health and Human Services Office for Civil Rights  
Address: 200 Independent Ave., SW, Room 509F  
HHH Building, Washington, DC 20201  
Phone: **800-368-1019** or **800-537-7697** (TDD)  
Office for Civil Rights Compliant Portal available at:  
[ocrportal.hhs.gov/ocr/smartscreen/main.jsf](http://ocrportal.hhs.gov/ocr/smartscreen/main.jsf)

- To file a grievance or complaint with your healthcare insurance or payer.

## As a patient at this MedStar Health facility, you have the responsibility:

- To treat staff and others with respect.
- To follow the treatment plan developed with your physician. To ask if you do not understand the consequences of alternative 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 healthcare team as early as practical during your hospital stay.
- To promptly meet all financial commitments for the care you receive at this MedStar Health facility.
- 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 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 the facility staff and to refrain from abusive behavior, actions or comments.
- To make arrangements for transportation home upon your discharge.
- To comply with all the rules and regulations of the hospital, including infection control, medication administration, dietary plans, life safety and security policies and procedures affecting patient care, and conduct. To remember that this MedStar Health facility is a tobacco-free campus and that you may not smoke or use electronic smoking devices **anywhere** in or on the campus.

# Derechos y responsabilidades del paciente.

## Como paciente de este centro de MedStar Health, tiene derecho:

- Recibir una atención considerada, respetuosa y compasiva en un entorno seguro, libre de toda forma de abuso, incluido el abuso verbal, mental, físico y sexual, el acoso, la negligencia, las represalias, la humillación o la explotación por parte del personal, los estudiantes, los voluntarios, otros pacientes, los visitantes y los familiares.
- Ser tratado sin discriminación o consideración de raza, color, origen nacional, etnia, edad, religión, discapacidad física o mental, embarazo, sexo, orientación sexual, estereotipos sexuales, estado civil, género, identidad o expresión de género, idioma, capacidad de pago o situación socioeconómica. Ser tratado de acuerdo con sus valores personales, creencias, deseos o identidad de género en todas las actividades relacionadas con el tratamiento que recibe.
- A someterse a un examen médico y a recibir un tratamiento estabilizador para las condiciones médicas de emergencia y parto.
- Tener acceso a los programas y actividades proporcionados a través de la tecnología electrónica y de la información y el acceso físico a las áreas nuevas o modificadas de esta instalación.
- Ser examinado, evaluado y tratado por dolor.
- A que un familiar/representante y su médico sean notificados rápidamente de su ingreso en el hospital, si se dispone de información de contacto.
- Participar en su plan de atención médica. A discutir la información sobre su diagnóstico médico, condición o enfermedad, pronóstico, resultados de pruebas, opciones de tratamiento y posibles resultados de la atención y resultados imprevistos de la atención con un proveedor calificado, en un lenguaje y manera que usted entienda.
- Que se le comuniquen los nombres y puestos de trabajo de los miembros del equipo sanitario que participan en su atención si la seguridad del personal no es un problema.
- Dar el consentimiento informado antes de que se preste cualquier atención que no sea de emergencia, incluyendo los beneficios y riesgos de la atención, las alternativas a la atención y los beneficios y riesgos de las alternativas a la atención.
- Consentir, solicitar o rechazar cualquier tratamiento, según lo permita la ley, incluido el consentimiento o el rechazo a participar en una investigación que afecte a sus cuidados. Si rechaza algún tratamiento o decide no participar en un estudio de investigación, seguirá recibiendo la atención más adecuada que el hospital pueda ofrecerle.
- A que se le proporcione un medio de comunicación adecuado a través de ayudas y servicios auxiliares para garantizar la comprensión de su atención cuando no hable la lengua predominante de la comunidad o tenga una discapacidad visual o auditiva, sin coste alguno.
- Que se le facilite una lista de servicios de protección y defensa cuando los necesite.
- Disponer de un documento de instrucciones anticipadas, como un testamento en vida o el nombramiento de un agente sanitario que hable en su nombre, para comunicar sus deseos sobre el tratamiento y esperar que su documento de instrucciones anticipadas se cumpla. Para hacer o cambiar sus instrucciones anticipadas mientras está en el hospital. A no ser discriminado si decide no tener un documento de instrucciones anticipadas.
- Designar a una persona para que tome decisiones de salud en su nombre, si usted no puede hacerlo.
- Recibir visitas y tener una persona de apoyo que usted designe, incluyendo, entre otros, su cónyuge, pareja de hecho (incluyendo el cónyuge del mismo sexo), otro familiar o amigo para apoyo emocional, sin distinción de raza, color, nacionalidad, edad, religión, discapacidad física o mental, orientación sexual, identidad de género o situación económica durante su estancia en el hospital, según la política de visitas del hospital, a menos que la presencia del visitante vulnere los derechos o la seguridad de otras personas o esté contraindicada por razones médicas o terapéuticas, o que usted cambie de opinión sobre quién puede visitarlo.
- Designar a alguien que le ayude con sus cuidados en casa si está ingresado en el hospital.
- A no ser sometido a restricciones ni a reclusión, a menos que sea necesario desde el punto de vista médico o de la conducta para garantizar un entorno de atención seguro para usted y los demás y a que los cuidadores reciban la formación adecuada en relación con el uso de restricciones o reclusión.
- Consentir o negarse a que se tomen fotografías de usted con fines distintos a los de su atención.
- A que se le proporcione privacidad y confidencialidad con respecto a su identidad personal y dignidad en las discusiones sobre el cuidado y el tratamiento.
- A que su información de salud sea tratada de forma confidencial, de modo que solo puedan acceder a su historial médico las personas que participen en su atención, en el control de la calidad de la misma o que estén autorizadas por la ley.
- Acceder, solicitar que se modifique o recibir una relación de las divulgaciones de su historial médico, según lo permitido por la ley y de acuerdo con la Ley de Portabilidad y Responsabilidad del Seguro Médico (HIPAA). Recibir un aviso de prácticas de privacidad que expliquen estos derechos.

- A recibir una declaración por escrito de los servicios que pueden prestarse solo cuando sean necesarios por razones médicas y de los cargos por servicios no cubiertos por Medicare o Medicaid.
- Ser consciente de que, si usted es un paciente de bajos ingresos que carece de seguro médico o cuyo seguro no cubre el costo total de su atención, puede ser elegible para este programa de asistencia financiera de MedStar Health que da algunos tipos de atención gratis o a un precio reducido.
- A ser informado de su derecho a apelar si no está de acuerdo con la determinación de que no es candidato para el programa de asistencia financiera.
- Solicitar una estimación de los gastos del hospital antes de que se preste la atención y siempre que no se impida la atención del paciente y a recibir una explicación por escrito de su factura, independientemente de la fuente de pago.
- Conocer y acceder a los recursos del hospital, como el trabajo social, la atención pastoral, otros servicios espirituales o el comité de ética, que pueden ayudar a resolver preguntas e inquietudes sobre su estancia y atención en el hospital.
- A tener acceso en cualquier momento a un teléfono donde pueda hablar sin ser vigilado por el hospital.
- A presentar una queja o una reclamación sobre el hospital sin temor a represalias. Puede ponerse en contacto con el personal del Defensor del Paciente al **202-444-2273**. Además, puede ponerse en contacto con el distrito de Columbia, la Comisión Conjunta o la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos.  
-Departamento de Salud del Distrito de Columbia Dirección: 899 North Capitol St., NE, Washington, DC 20002  
Teléfono: **202-442-5955**  
Correo electrónico: [doh@dc.gov](mailto:doh@dc.gov)  
- Dirección de la Comisión Conjunta de la Oficina de Calidad y Seguridad del Paciente: One Renaissance Blvd., Oakbrook Terrace, IL 60181 Teléfono: **800-994-6610** Fax: **630-792-5636**  
Sitio web: [JointCommission.org](http://JointCommission.org) (Usar el enlace "Report a Patient Safety Event" en "Action Center" en la página de inicio.)  
- Dirección del Departamento de Salud y Servicios Humanos Oficina de Derechos Civiles: 200 Independent Ave., SW, Room 509F HHH Building, Washington, DC 20201  
Teléfono: **800-368-1019** o **800-537-7697** (TDD)  
Portal de cumplimiento de la Oficina de Derechos Civiles disponible en: [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](http://ocrportal.hhs.gov/ocr/smartscreen/main.jsf).
- Para presentar una queja o una reclamación ante su seguro médico o pagador.

## Como paciente en las instalaciones de MedStar Health, usted tiene las siguientes responsabilidades:

- A tratar al personal y a los demás con respeto.
- Seguir el plan de tratamiento elaborado con su médico. Preguntar si no comprende las consecuencias de un tratamiento alternativo o si rechaza el tratamiento. Informar a sus cuidadores si no entiende cualquier información escrita o verbal que le den.
- Proporcionar, a su leal saber y entender, información precisa y completa sobre sus dolencias actuales, enfermedades pasadas, hospitalizaciones, medicamentos y otros asuntos relacionados con su salud.
- Informar a sus cuidadores sobre cualquier dolor o molestia que pueda sentir.
- Informar a sus cuidadores sobre cualquier cambio en sus instrucciones anticipadas.
- Participar activamente en la planificación del alta con su médico y otros miembros de su equipo sanitario tan pronto como sea posible durante su estancia en el hospital.
- Cumplir puntualmente con todos los compromisos financieros por la atención que recibe en este centro de MedStar Health.
- No llevar objetos de valor mientras esté en el hospital.
- No utilizar dispositivos electrónicos personales (teléfonos móviles o inteligentes, cámaras, otros dispositivos de grabación de video o audio) para hacer fotografías, videos o grabaciones de audio dentro del hospital.
- Ser respetuoso con la propiedad de otras personas y del hospital.
- Ser respetuoso con los derechos de los demás pacientes, ayudar a controlar el ruido y pedir a los familiares y amigos que solo les visiten durante las horas de visita. No comentar ninguna información relativa a otro paciente que haya podido escuchar.
- Ser considerado con el personal del centro y abstenerse de comportamientos, acciones o comentarios abusivos.
- Hacer los arreglos para el transporte a casa cuando le den el alta.
- Cumplir con todas las normas y reglamentos del hospital, incluyendo el control de infecciones, la administración de medicamentos, los planes dietéticos, las políticas y procedimientos de seguridad y protección de la vida que afectan a la atención de los pacientes y la conducta.
- Recordar que este centro de MedStar Health es un campus libre de tabaco y que no se puede fumar ni utilizar dispositivos electrónicos para fumar en **ningún lugar** del campus.

# Our patient and visitor **code of conduct.**

MedStar Georgetown University Hospital is committed to providing high-quality care to our patients and communities in a safe and respectful environment that supports health and healing.

To ensure our hospitals and care locations are safe, caring, and inclusive, we ask that patients and visitors follow the example of MedStar Georgetown University Hospital providers and associates by adhering to our Patient and Visitor Code of Conduct, which includes the following:

- Everyone will be treated with kindness, dignity, and respect. Offensive comments about race, religion, gender, sexual orientation, or personal traits are not acceptable, and neither is the refusal to see a clinician or associate based on these traits.
- All patients and visitors will use respectful, appropriate language and behavior. Physical or verbal threats or assaults, suggestive or explicit words, phrases, gestures, or actions will not be tolerated.
- All patients and visitors will respect patient privacy and avoid disrupting other patients' care or experiences.
- All patients and visitors must obtain the consent of everyone involved for any photographing or video/audio recording within all hospitals and patient care locations.

If these guidelines are not followed:

- Patients may be asked to leave and make other plans for their non-emergent immediate care, and for severe violations, future non-emergency care at MedStar Health may require review. In cases of non-compliance, patients will have an opportunity to explain their perspective, which will be considered prior to any decisions regarding future care at MedStar Health.
- Visitors may be asked to leave and could be restricted from future visitation.

Every day, our providers, nurses, and associates are committed to providing the highest levels of care to our patients. Please show them the respect they deserve and that you expect as a patient or visitor.

Thank you for choosing MedStar Georgetown University Hospital and joining us in our commitment to ensuring a safe, caring and inclusive environment for us all.

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For more information on our Patient and Visitor Code of Conduct, please scan the QR code.





## YOUR TEAM

### *Your Care Team*



While in the hospital, we will do everything we can to ensure your stay is safe, pleasant, and comfortable. Here are a few details about what to expect:

#### **When will I see my medical provider?**

Your medical provider or their designee will visit you every day. When your medical provider visits you, it is important to discuss how you feel, what medications you are currently taking, procedures or tests needed, discharge plans, and any questions you have. Your medical provider can be a doctor, nurse practitioner, and/or a physician assistant.

#### **Why are there different medical providers coming to see me?**

Your medical providers may need to consult specialists to assist with planning your medical care. These specialists will work with your healthcare team to create a care plan specific to you.

#### **What if I have a question for my medical provider that I forgot?**

Our medical providers care for patients all over the hospital and are not stationed on the unit. Your nurse will help contact your medical provider for any additional questions. Your nurse can write any questions you have on the whiteboard for your medical team to review during their next visit.

### **YOUR HEALTHCARE TEAM**

MedStar Georgetown University Hospital is a world-renowned academic medical center, committed to providing the best, most up-to-date patient care available. To do this, we use the skills and expertise of a large healthcare team, and at the same time, educate the next generation of professionals. These students are under the direct supervision of a licensed professional. All members of your care team wear identification badges and are introduced to you. If you have additional questions about the role of students at MedStar Georgetown, please ask your nurse or doctor.

We encourage and depend upon our patients and families to actively contribute to the process of planning and delivering care. Working together, we can offer excellent customized patient care.



## YOUR TEAM

### *Your Care Team (Continued)*



#### **What does my nurse do?**

Your nurse will do a full head-to-toe physical assessment on you every 12 hours or with any change in your condition. Assessments may include a complete skin assessment, fall risk assessment, and neurological assessment. These assessments may be repeated, allowing us to monitor your progress and provide the best care for you.

#### **What does my patient care technician do?**

Your patient care technician works under the supervision of your nurse. They will assist your nurse with taking your vital signs, checking your blood sugar level, changing your bedding, assisting with toileting, helping with daily cleaning, and ensuring you are comfortable.

### *Lab Draws*



#### **What about lab draws?**

Your medical provider may order lab work that requires your blood to be drawn daily or as needed, based on your medical conditions. Blood for lab work is drawn by your care team, beginning around 5:00 a.m. We understand that this is early, but the timing is essential for your medical provider to have your lab work results by the time they visit you, to continue providing a plan for your ongoing care.

## PATIENT ADVOCACY AND EXPERIENCE

The Office of Patient Advocacy and Experience is available to you throughout your hospitalization. At any point during your stay, you may ask to speak with a patient advocate. Patient advocates provide advocacy and assistance to patients/families in all care settings, and act as liaisons between patients, physicians, associates, and departments to ensure we are effectively communicating with our patients and partnering with them in their care.

Patient Advocates can be contacted Monday through Friday, 8:30 a.m. to 5:00 p.m., at 202-444-3040, or at [MGUHPatientExperience@medstar.net](mailto:MGUHPatientExperience@medstar.net).



## YOUR TEAM

### *Your Dietary Team*



#### **Specialty Meals for Patients**

A food and nutrition associate will visit each unit daily, at set times, to obtain meal orders. A restaurant-style menu is available to help you make your food selections. In the event that an order cannot be obtained, a standard meal that adheres to your prescribed diet order will be sent at mealtime. We will make every attempt to obtain a meal order before opting to send a standard meal, which may include attempts to contact you by phone.

#### **Diet Modifications**

In the event that diet modifications are prescribed by your physician, the food and nutrition associates will access your diet information prior to taking your order, and will work to order preferred items with these restrictions in mind.

#### **Late-Night Dining**

Late-night dining is available for late admissions and patients with late diet order changes. Night meals should be requested by calling 202-444-6424 between 7:00 p.m. and 3:00 a.m. (please note that the late-night menu is different from our day menu).

#### **Weekly Specials**

Weekly specials are available Wednesday through Tuesday, during the daytime only. Please ask your food and nutrition associates about the weekly specials when placing your order.

### ***Dining FAQs***



#### **Can I have food from outside the hospital?**

Your family can bring food from outside the hospital as long as it is consistent with the diet ordered by your physician to assist with your healing. Food can only be stored on the unit for 24 hours, and partially eaten food cannot be stored in refrigerators. If you are on isolation, once food has entered your room, it cannot be taken out of your room to be reheated or stored. Your caregiver team will not pick up outside food for you, including meeting a delivery service or your family/visitors at a hospital entrance.

#### **What is NPO?**

There may be times during your stay when your provider will enter an order for you to be "NPO," which means "no food or drink by mouth." The NPO order may be due to a medical condition or a scheduled procedure. Your medical provider will remove this order when it is safe for you to begin eating and drinking again. Please note that any meal orders made but not yet delivered before you are put on NPO will become invalid after NPO is removed, and will need to be placed again.



## YOUR STAY

### Dining FAQs (Continued)



#### Guest Meal Trays

Guest meal trays are available for all meal periods, and tickets can be purchased from the cashier's window on the first floor of the Main Building (or from any retail cafés). Guests can place orders with the food and nutrition associates at bedside and must provide proof of ticket purchase. Pediatrics, Labor/Delivery, and Maternity guests are allowed complimentary meals for the duration of a patient's stay (maximum of 1 guest per patient).

### Your Room



We are committed to ensuring that you are as comfortable as possible during your stay with us. Your room assignment depends upon the type of care you need. Some services are restricted to specific locations to ensure proper care. Each hospital room is equipped with a TV, call bell, and whiteboard.



#### What is the whiteboard in my room?

The whiteboard in your room is your personalized communication board. Your healthcare team will use the whiteboard to keep you updated during your stay. Your care team will use the board to write information including:

- Your nurse and patient care technician's names and phone numbers.
- Your plan of care for the day, including any tests needed.
- Details about your pain and the timing of your next pain medication dose.



#### My Call Bell

Responding to your needs is a top priority for our team. To call your nurse, use the call button located near you. There is also a call button located in each bathroom and shower. When you press the button, the nursing station is alerted that you need assistance and a light flashes above your door. An associate will respond to your call.



#### What about my bed linens?

Your bedding will be changed on a regular basis and as necessary by a member of your clinical care team. Remember that it is very easy to misplace small personal items in your bedding. Please be careful to secure such belongings in your plastic bag or bedside table, or send them home with family or friends for safekeeping.

### Safety



#### Identification Bracelet

Be sure to wear your hospital identification bracelet during your entire visit. If you receive a colored safety bracelet, keep that on as well. Colors used at MedStar Georgetown University Hospital include **red** for allergies, **yellow** for patient at risk to fall, **gray** for obstructive sleep apnea, and **pink** for restricted extremity for venipuncture or blood pressure.



# TWO WAYS TO CONTRIBUTE TO YOUR SAFETY IN THE HOSPITAL

*Clean Your Hands Frequently & Ask for "CHG Bath" Daily*

## Cleaning Your Hands

Germs live on our hands - that's why we wash our hands frequently at home. It is just as important to keep our hands clean while in the hospital.

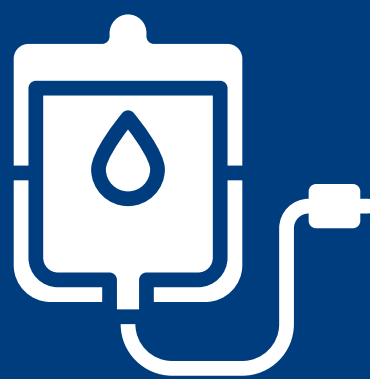
Below is a list of important times to clean your hands. Doing so will help prevent the spread of germs.



Before and After Eating



After Using the Bathroom



Before and After Touching Wounds or Devices



When Entering or Leaving Your Room



After Contact with Commonly Touched Surfaces Like Walkers, Call Bells, Cell Phones

## Ways to Clean Your Hands in the Hospital

Utilize soap and water to wash your hands in your private bathroom or utilize sinks available in the hallways.

Hand wipes are available on your meal trays—two wipes are provided with each meal, one for before you eat, and one for after you finish your meal.

Hand sanitizers—there are automatic wall hand sanitizers in your room and in the hallways.

### What is a "CHG Bath?"

CHG Baths are full body wipes that treat skin germs on your body while you are in the hospital. CHG baths help keep your whole body clean and germ-free while you are here. They protect your skin for 24 hours and can help stop the spread of germs that impact IV sites, wounds, and other devices you may get in the hospital.



The MedStar Georgetown University Hospital Infection Prevention and Control Program is committed to the prevention of the spread of infections among patients, associates, and visitors. Cleanliness is the key to infection prevention and control. The best way to prevent the spread of infection is through good hand washing with soap and water, or the use of antibacterial wipes.



## YOUR STAY

### Television Channel Listings



2	MGUH Chapel Channel	21	Investigation Discovery	46	Freeform
4	NBC	23	Game Show Network	47	AMC
5	FOX	33	ESPN	48	Animal Planet
7	ABC	34	ESPN2	49	Discovery
8	CARE	35	Univision (Spanish)	50	TLC
9	CBS	36	Galavision (Spanish)	51	Cartoon Network
10	Guided Imagery-CARE	37	Comcast Sportsnet	52	Nickelodeon
11	WETA (PBS)	38	Lifetime	53	TLC
13	CW 50 DC	39	CNN	54	Bloomberg
14	MY 20	40	Fox News	55	Comedy Central
15	Hub	41	CNN Headline News	56	VH1
16	Disney Channel	42	TBS	58	Travel Channel
17	TV Land	43	The Weather Channel	59	The Food Network
18	Nicktoons	44	TNT	60	National Geographic
20	Disney XD	45	USA	61	Telefutura (Spanish)

Assistive Devices for the Deaf or Hard of Hearing: Closed captioned televisions are in all patient rooms. For an amplified phone handset, call the Language Services Department at 202-444-8377.



## YOUR STAY

### ***Environmental Services***



#### **How often is my room cleaned?**

Before arrival, your room was cleaned and sanitized. To ensure your room is kept clean, an Environmental Services associate will clean your bathroom, mop the floor, and remove the trash once a day. Turndown services will be done in the evening to remove the trash can from your room. If your room needs additional attention after the daily cleaning, please notify your nurse or patient care technician, or call Environmental Services at 202-444-7596.

### ***Your Belongings***



#### **Can I keep my personal belongings with me?**

To avoid loss or damage, MedStar Georgetown University Hospital strongly recommends that upon arrival, your personal belongings, valuables, electronics, and medications are sent home. Our Protective Services Department can secure small valuables that are not sent home and will return them to you upon discharge. Weapons including (but not limited to) knives, guns, and lighters, are not allowed inside the hospital.

Assistive devices, such as eyeglasses, hearing aids, and dentures kept at your bedside should be placed in a storage case labeled with your name and date of birth. To prevent loss and/or damage, please do not place your assistive devices in your pillowcase, meal tray, or bed linens. **MedStar Georgetown University Hospital is not responsible or liable for the loss or damage of any patient belongings or valuables.**



#### **What if I brought my home medications to the hospital?**

We will provide all necessary medications to you for the duration of your stay. If you decide to keep your home medications at the hospital, please inform your nurse, who will verify those medications with orders from your physician and provide a secure space to hold them. You may remind your nurse about your home medications upon discharge, so that they can be returned to you.

### ***Medical Records***



MedStar Georgetown University Hospital has safeguards in place to protect the privacy of your records. Your written permission is required for the release of your records, except in situations specified by the federal Health Insurance Portability and Accountability Act (HIPAA). You should have received a pamphlet, "Notice of Privacy Practices," when you arrived at the hospital, which outlines our practices related to your records. While the information in your medical record is yours, the physical record is the property of MedStar Georgetown University Hospital. To obtain a copy of your records, you may call 202-444-3184. Requests for records related to outpatient appointments must be separately requested through your doctor's office.



## YOUR STAY

### *Fall Risk*



#### **What does fall risk mean?**

Under specific circumstances, including new medications with possible side effects, unfamiliar surroundings, less sleep and increased time in bed, you may be at an increased risk of falling while you stay in the hospital. These and other factors can lead to a fall, which can cause severe injuries and may require long-term medical care.

#### **What interventions will be used if you are identified as a high risk for fall?**

Your nurse will use an evidence-based fall scale called the Morse Fall Risk Scale to determine if you are at risk for a fall while in the hospital. If you are identified as at risk for a fall, we will use several interventions to attempt to prevent you from falling during your hospital stay, including:

- Applying yellow non-skid socks.
- Applying a yellow fall-risk armband.
- The bed alarm will be turned on to alert the team to assist you when getting out of bed.
- Your bed will be set to the lowest position.
- Your personal belongings will be kept within your reach.
- You will be educated on how to use the call bell to request assistance when needed.
- Your nurse and patient care technician will round on you to proactively help address your needs.

#### **What does a bed alarm mean?**

Your nurse and patient care technician would like you to call for assistance whenever you get out of bed. If you forget to call for assistance, the bed alarm notifies your caregiver team to help you.

#### **Why do the nurses and patient care technicians stay with me in the bathroom?**

For your safety and to prevent a fall, MedStar Georgetown University Hospital's policy requires your nurse or patient care technician to stay in the bathroom to assist you.

#### **As a fall-risk patient, why can't I leave the unit?**

While on fall risk, you cannot leave the unit because we are unable to guarantee someone will be able to monitor or assist you outside the unit. For your safety, please speak with your nurse if you need to leave the unit.



## FACTS ABOUT YOUR STAY

### ***Building Entrances and Access***



For your convenience, the following entrances can be utilized to access the hospital:

**Main Building** (Seven days a week, from 5:00 a.m.–9:00 p.m.)

- Accessible via Entrance 2 from Reservoir Road: Ideal entrance for patients and visitors going to the Main Building, CCC Building, or Bles Building.

**PHC Building** (Mon–Fri from 7:00 a.m.–5:00 p.m.)

- Accessible via Entrance 1 from Reservoir Road, entry from Parking 1, Levels 2 or 3 only: Ideal entrance for patients and visitors going to the PHC Building or Gorman Building.

**Verstandig Pavilion** (entrance open 24/7)

- Accessible via Entrance 1 from Reservoir Road, entry from Parking 1, all levels: Ideal entrance for patients and visitors going to the Verstandig Pavilion, including surgical patients having procedures, and those going to the Emergency Department.

**Lombardi Comprehensive Cancer Center** (Mon–Fri 7:00 a.m.–5:00 p.m.)

- Accessible via Entrance 4 from Reservoir Road: Ideal entrance for patients and visitors going to the Lombardi Comprehensive Cancer Center or the Gorman Building. Parking in Leavey Center is available for patients who have obtained a special permit from their clinic.

### ***Parking***



The following parking options are available to patients and visitors:

- Self-parking is available to all patients and visitors at Entrance II Patient Parking Garage II, and Entrance I Verstandig Pavilion Parking Garage I. Self-parking may receive validation discounts between \$3–7 per day when visiting any Guest Services Desk.
- Valet parking is available to all patients and visitors via Entrance II, Patient Parking Garage II. Valet operations hours are Monday–Friday, 6:00 a.m.–5:00 p.m. Patients and visitors are reminded to take their ticket with them into the hospital to validate their ticket for a discounted parking rate between \$3–7 per day. Patients and visitors may not ask any Guest Services desk for parking validation prior to returning to their vehicle.

**Vehicle Restrictions at Canal Road Entrance:** Only patients of the Lombardi Comprehensive Cancer Center and patients participating in Yates Aquatic Therapy may use the Canal Road entrance, but they must have a document given to them by MedStar Georgetown. All other patients or visitors must access the hospital via Entrance I off Reservoir Road. For further questions regarding parking fees and payment, please call the Parking Office at 202-444-3802.



## FACTS ABOUT YOUR STAY

### Smoking



MedStar Georgetown University Hospital is a totally tobacco/smoke-free environment. Therefore, smoking and the use of tobacco products, e-cigarettes, or vaping pen are not permitted anywhere on the hospital grounds, garages, or satellite facilities owned or leased by the hospital. If you anticipate difficulty complying with these requirements or would like to quit smoking, ask your doctor or nurse about educational materials for smoking cessation techniques or products and/or referral to community resources.

### Visitation



**Visiting Hours** take place 7 days a week, from 9:00 a.m. to 9:00 p.m., for a maximum of two visitors at bedside at a time. Departments including oncology, pediatrics, and behavioral health have specific visitation **criteria**. For any exceptions to these visiting hours, please contact your care team.

### Pharmacy Information



#### MedStar Pharmacy

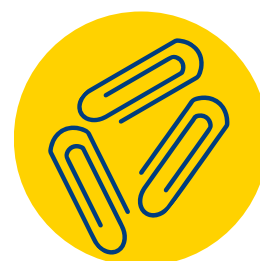
MedStar Pharmacy is one option for your convenience, and offers you the option to fill your discharge medication at our pharmacy located in the hospital. MedStar Pharmacy offers convenient prescription delivery before you leave the hospital, and accepts payment by cash, credit card, and FSA cards.

### Mail Delivery and Notary Services



#### Mail Delivery

Mail is delivered once daily in the afternoon. Mail received after discharge will be sent to your forwarding address. Stamped outgoing mail may be left at the nursing unit for mailing.



#### Notary Services

Notary service is available for patients for healthcare related documents. To arrange for notary service, please contact Patient Advocacy and Experience at 202-444-3040. For notarization of non-healthcare related documents, please contact a mobile notary.

### Cashier's Office



The Cashier's Office is located on the first floor of the Main Building and is open Monday through Friday from 8:15 a.m. to 4:15 p.m.

### Guest Accommodations



**Hotels:** Discounted accommodations for patients and family members are available at nearby hotels. All rates can be found **here**, and are subject to change.



# ACCOMMODATIONS AND DINING

## Additional Dining Options



**Café Espresso**  
6:30 a.m.-6:00 p.m.  
Mon-Fri, 6:30 a.m.-4:00 p.m. Sat-Sun

Café Espresso is located on the first floor of the Main building. It features Starbucks coffee and specialty drinks, breakfast sandwiches and pastries, grab-and-go sandwiches and salad, and beverages.



**Scrubs and Grub**  
7:00 a.m.-2:30 p.m.,  
Mon-Fri, excluding  
holidays

Scrubs and Grub is located on the second floor of the Concentrated Care Center (CCC) building. It features breakfast items, soups, pre-made sandwiches, salads, and beverages.



**Wellfound Vending  
Machines**

Snack food vending machines are located on the ground floor in the Gorman building. Wellfound Foods vending machines are located on the first floor and third floor of the Main building, offering freshly made sandwiches and other healthy options.



**The Leavey  
Conference Center**

The Leavey Conference Center is located across the courtyard from the entrance to Lombardi Comprehensive Cancer Center. It offers several options for both cafeteria-style and restaurant meals, including Chick-Fil-A and Starbucks.



**Georgetown Grab &  
Go Market**  
6:30 a.m.-7:00 p.m.,  
seven days a week

Georgetown Grab & Go Market is located on the ground level of the Bles building. It features grab-and-go salads and sandwiches, hot breakfast options, and daily featured meal options, snacks, and beverages.



**Epicurean**  
6:30 a.m.-10:30 p.m.,  
seven days a week

Epicurean is located across the courtyard from the Verstandig Pavillion entrance. It features a variety of food options including a buffet, deli, pizza station, noodle bar, and coffee.



**Georgetown PHC Kiosk,**  
7:30 a.m.-3:00 p.m.,  
seven days a week

The Georgetown PHC Kiosk is located on the ground floor of the PHC building. The kiosk features Starbucks coffee, assorted bottled beverages, salads, sandwiches, wraps, and chips.



# Advance Directives

## *A Simple and Smart Way to Take Charge of Your Care*

### **What is an advance directive?**

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

### **What are the rules surrounding advance directives?**

Different states have different laws about advance directives. Check with your Admissions Department or nurse if you have any questions.

### **What are some examples of advance directives?**

- **A Living Will:** This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.
- **Durable Power of Attorney (for healthcare):** This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes, and make sure the person agrees to represent you in this role.
- **Durable Power of Attorney (for finances):** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

### **Where can I get more information/a template for my advance directive?**

For more information on advance directives, and a helpful template for writing your own, please click [here](#).



## **Fill Out Your Forms!**

Make sure you submit advance directives **each time** you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to get the forms you need, contact Social Services at 202-444-3750, Pastoral Care at 202-444-3030 or Patient Access at 202-444-3180.



# UNDERSTANDING YOUR BILL

*Take Charge of Your Payments*

## **Billing Questions**

Our Patient Financial Services handles and resolves patient telephone requests concerning both hospital and physician billing issues. Patient Financial Services accepts calls Monday through Thursday from 8:00 a.m. to 4:30 p.m. and Friday from 8:00 a.m. to 6:00 p.m. They can be reached at 410-933-4966 or outside the metro area (toll-free) at 844-877-6087. On our website, you will find additional information about billing, and samples of both our physician and hospital patient statements. You can also place a customer service inquiry regarding your hospital and/or physician account through our **patient portal**.

## **Financial Assistance**

If you do not have insurance or lack comprehensive insurance coverage, please call the Pre-Certification Department at 202-444-7226 to speak with our financial counselors about payment plans or eligibility for Medicaid or other financial assistance programs. There are several financial assistance options available to our patients. If you contact us, we will bring all the necessary information and forms to your hospital room for you to complete.

## **Additional Payment Information**

To discuss payment of your balance or to inquire about financial assistance, please contact Patient Financial Services at 410-993-4966 or outside the Metro area (toll-free) at 844-877-6087.

Sometimes it is important that we contact you by telephone or mail. Please make sure the hospital has your correct telephone number and mailing address on file. If you are not sure your information is correct, please contact our Patient Financial Services at 410-993-4966 or outside the Metro area (toll-free) at 844-817-6087.

After your discharge, you may receive one bill from MedStar Georgetown University Hospital that covers hospital services and hospital-employed physician services. You may also receive other bills from non-Georgetown staff that are related to your stay at the hospital (see "Other Services" for additional details).

## **Other Services**

If you receive services from non-MedStar Georgetown employed providers, outside labs, medical equipment suppliers, etc., you will receive a separate statement from them.

## **Need Help?**

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help. If you have a concern about your insurance coverage, please discuss this with a case manager or social worker.



## HOSPITAL RESOURCES

### ***Pastoral Care Services***



As a Catholic and Jesuit hospital, MedStar Georgetown's mission is to provide physical and spiritual comfort in the Jesuit tradition of *cura personalis*—care of the whole person. As a part of our Catholic and Jesuit identity, a crucifix is placed in each patient room. The crucifix symbolizes God's unconditional love for us, especially the sick. It is a reminder that love often comes with a great sacrifice, and that Jesus' mission to reconcile us with God and one another found expression in his own human suffering upon the cross. It is a profound symbol that demonstrates God's ultimate power to overcome sin and death in the miracle of Christ's resurrection. *We are sensitive to everyone's spiritual beliefs and will respectfully remove the crucifix if it does not align with the patient's beliefs.*

We provide many services to help meet the needs of our spiritual patients:

- Chaplains representing a variety of denominations are available to all patients and visitors for spiritual support. We can help arrange visits from ministers of other religions and denominations, and patients are welcome to invite ministers or clergy from their own denominations. Chaplains and Catholic priests are always available on an on-call basis.
- The Sacraments of Anointing of the Sick, Communion, and Reconciliation (Confession) are available for patients upon request.
- All are welcome to the hospital chapel for personal prayer or meditation 24 hours a day. The chapel is located on the first floor of the Main Building.
- Catholic Mass is offered daily in the chapel at 12:05 p.m.
- An Interfaith Gathering of Hope is held in the chapel at 1:00 p.m. on Tuesdays. Beginning in September of 2024, these gatherings will be held at 1:00 p.m. on Wednesdays.
- All services are broadcast on the hospital's Channel 2.

To Contact Pastoral Care, please call ext. 202-444-3030.

### ***Volunteer Services***



MGUH volunteers provide extra care and support for our patients, families, and visitors. During your stay, you may meet one of our dedicated volunteers. If you are interested in volunteering, please call 202-444-0695.

### ***Lombardi Cancer Center***



Experienced nurses address questions and provide information from the National Cancer Institute and the American Cancer Society; serving as a resource to identify risk factors and ways to reduce cancer risk. Nurses provide physician referrals, schedule appointments, and connect callers to oncology specialists for information about cancer research protocols. The Lombardi CancerLine is available Monday-Friday at 202-444-4000.



## HOSPITAL RESOURCES

### ***Pediatrics***



The associates on Pediatric Units takes great pride in offering your child excellent care. We are committed to the principles of family-centered care that encourage close collaboration and cooperation between the healthcare team, patient, and parent.

#### **Your Child's Comfort**

We realize that as parents, you want your child to feel comfortable and secure while in the hospital. We encourage you to bring items from home that are familiar and reassuring to your child such as a favorite toy and book; blanket and pillow; pajamas, and photos of family, friends, and pets. Parents or primary adult caregivers are welcome to stay with their child 24 hours a day. Other visitors can visit from 9:00 a.m. to 9:00 p.m. For additional information on visitation, please contact your child's care team.

#### **Patient and Family Services: Child Life Specialist**

Our Child Life Specialists are trained to meet the emotional and developmental needs of your child throughout the hospital experience. They can provide you and your child positive coping strategies to diminish the stress and fear that can occur during unexpected or planned hospital admission, through therapeutic play and recreational activities such as arts and crafts, toys, and games. You may contact the Child Life Specialist at 202-444-3037. To learn more about our Child Life program, click [here](#).

### ***Social Work/Case Management***

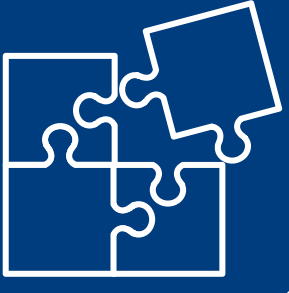


Our case managers monitor your stay to ensure you are not hospitalized for longer than necessary and minimize out of pocket costs. Upon discharge, case managers and social workers can help arrange nursing or rehabilitation facilities, suggest support services, arrange for home care services; refer you to community resources for counseling; and help you and your family face terminal illness. Case managers and social workers maintain a current list of home care agencies and will help you arrange services that are covered by your insurance. Our social workers can provide counseling to address any stress that may result from injury or illness. To contact Social Work/Case Management, please call 202-444-3750.

### ***Accessing Your Health Information Online***



**myMedStar** is a free, secure patient portal where you can review most laboratory test results (excluding biopsies), view summaries of your visits, exchange email messages securely with your MedStar physician, and request prescription renewals, appointments, and physician referrals from your MedStar physician. To learn more and register, visit [myMedStar.org](http://myMedStar.org) or call 877-745-5656.



## CONCLUSION

### *Giving Back to MGUH*



#### **Make a Gift to Transform Healthcare for our Patients and Families**

Philanthropy is a cornerstone of progress at MedStar Georgetown University Hospital, and the Verstandig Pavilion stands as a shining testament to this generosity. Thanks to the unwavering support of donors, we've revolutionized healthcare with cutting-edge technology, pioneering research, and innovative programs, empowering our providers to deliver exceptional care to our patients. The Pavilion features state-of-the-art operating rooms, all private patient rooms, a life-saving emergency department, a rooftop helipad for swift access, and three levels of underground parking. This remarkable facility exemplifies the profound impact philanthropy has on the well-being of our patients and their families.

We invite you to join us in this transformative journey by donating to MedStar Georgetown, helping us continue to provide exceptional care and groundbreaking advancements for our patients and their families. Your gift can be directed to benefit a specific department, program, or area of your choice. You may also choose to give in honor or memory of a loved one or a dedicated healthcare provider.

To make a gift, click [here](#), call 202-444-0721 to speak with a member of our philanthropy team, or mail your check in to the address below. Please indicate the gift designation in the memo portion of your check.

*MedStar Georgetown University Hospital  
Attn: Philanthropy Office  
3800 Reservoir Road  
Washington, D.C., 20007*

### **THANK YOU!**

At MedStar Georgetown University Hospital, our patients are our top priority. We thank you for taking the time to read through our patient guide, and for trusting us with your continued care and comfort.