

Welcome to Georgetown University Hospital.

Georgetown
University
Hospital 

MedStar Health



Service to others is a hallmark of Georgetown University Hospital's Jesuit heritage. Georgetown employees – whether we are direct patient caregivers or staff who support our patient care mission – recognize not only the importance of expert care, but also of compassionate care. We are committed to treating patients, families and visitors with respect. And, we pledge to do everything we can to provide you with the greatest comfort possible while you are here.

You may have read that we are a Magnet hospital – the only one in Washington, DC. This signifies that our nursing department has been recognized as among the top 2% in the nation. This translates directly into the best possible care and outcomes for you, our patients.

At Georgetown, we consider our patients to be part of the healthcare team. You are the most important member of this team, and we encourage you to ask your doctors, nurses and other healthcare providers questions about your care. To help ensure that your needs are met during your stay at Georgetown, this Handbook is designed to inform you of the many services available to you.

After you return home, you may receive a survey in the mail asking you to tell us about your experiences at Georgetown University Hospital. We are very proud of our physicians and staff and rely on your comments to recognize deserving staff members. Your feedback is very important to us, so please take the time to complete the survey!

Thank you for choosing to receive care at Georgetown University Hospital.

With warmest wishes for your quick recovery,



M. Joy Drass, MD
President

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About Us



Georgetown University Hospital was founded in 1898 to promote health through education, research and patient care. This mission reflects Georgetown's Catholic, Jesuit identity and heritage. With a 609-licensed bed hospital and 1,300 physicians, Georgetown University Hospital's clinical services represent one of the largest healthcare delivery networks in the area.

Georgetown University Hospital is consistently ranked among the best in the nation by U.S. News and World Report. Some of the specialty areas in which we have been ranked in recent years include neurosciences, gastroenterology, gynecology, orthopaedics and urology. The Lombardi Comprehensive Cancer Center is the only facility in the Washington, D.C. area designated by the National Cancer Institute (NCI) as a Comprehensive Cancer Center.

Georgetown's transplant program is the only program in the nation's capital and one of only a handful of Medicare-approved centers nationwide performing multi-organ transplant. Such procedures involve not only the intestine and liver, but also the stomach, pancreas, and/or kidneys. 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, spine, and other organs.

In 2004, Georgetown University Hospital was awarded Magnet Status for excellence in nursing care. Fewer than 2% of the nation's hospitals have earned this recognition and we are proud that Georgetown is the only Magnet hospital in Washington, DC.

Vision, Mission, Values Statement

Georgetown University Hospital

Vision:

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

Mission:

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.

Settling In for Your Stay at Georgetown University Hospital

Admitting and Registration

Getting correct information each time you visit Georgetown University Hospital is very important as insurers require the most up-to-date information. In addition, we have many patients who share the same last name. The registration process is designed to validate past information or make changes. This leads to greater convenience in record retrieval for future health visits and insurance/billing processes. By checking your address, birth date and other relevant data each time you register, we are making sure that your medical records and bills are handled smoothly.

Cashier's Office

The Cashier's Office is located on the first floor of the main hospital across the hall from the concierge's desk and is open Monday through Friday from 8:15 a.m. to 4:15 p.m.

Advance Directives

Advance directives are instructions written by you which state your choices for medical treatment or name someone to make such choices for you should you become unable to make decisions yourself. Advance Directives enable you to limit or extend the use of medical or life-sustaining procedures. Georgetown University Hospital offers a booklet called "Making Decisions about your Medical Care" that can help your family and physicians understand your desires with regard to end-of-life decisions.

Each patient has the right to have an Advance Directive (e.g., living will) concerning treatment decisions and/or designating a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy. You have the right to timely information about hospital policy or District law that may limit the ability to implement fully a legally valid advance directive. It is imperative that you discuss your Advance Directive with your physician prior to hospitalization, during the hospital stay and after discharge. If you would like to fill out an Advance Directive, please call Pastoral Care at ext. 4-3030 or Patient Access at ext. 4-3180. This document is also available in Spanish.

Financial Assistance

If you have a concern about your insurance coverage, please discuss this with your Case Manager.

Identification Bracelet

Be sure to wear your hospital identification bracelet during your entire visit. If you receive a colored bracelet, keep that on as well.

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 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 then on a first-come first-served basis, as they are available.

Upon admission, the nursing staff will acquaint you with various features in your room, including your bed's electrical controls and the nurse-call system. Here are a few suggestions to make your stay as safe as possible:

- Keep the top two side rails raised while in the bed to avoid rolling out while asleep or under sedation.
- Store eyeglasses and dentures in the drawer of your bedside table (and be sure to place dentures in the special cup for that purpose—do not wrap them in tissues).
- Do not use electric appliances such as blow dryers and shavers (battery-operated razors are acceptable).
- Inform the nurse of any medications you brought from home and use them only if your doctor writes the order to do so and under nursing supervision.

To call your nurse, a call button is attached to your pillow or bed linen. There is also a call button 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. A staff member will respond to your signal as soon as possible.

Patient Safety and Care Concerns

Georgetown University Hospital actively encourages your involvement in your care. Please report any patient safety concerns related to care, treatment or services to your nurse or the nurse manager of the unit. If these concerns are not addressed to your satisfaction, please contact a Patient Advocate at ext. 4-3040 or page an Advocate at ext. 4-CARE. If the Advocate cannot resolve the issue to your satisfaction, you may contact the D.C Department of Health at (202) 442-4737 or the Joint Commission at 1-800-994-6610 or via email at complaint@jointcommission.org.

If you or your loved one feel something is wrong, please notify your nurse immediately. He/she can notify the Rapid Response Critical Care nurse to evaluate the situation. The Rapid Response nurse is called when there are changes in the way a patient breathes, changes in the way someone is talking or thinking, seizures or when you are not sure what is wrong but something just doesn't seem right. The critical care nurse will evaluate the situation and help to transfer the patient to a higher level of care if needed.

If you are unable to reach your nurse immediately, please approach any nurse on your unit to report your concern.

Housekeeping

Our Housekeeping staff seeks to provide you with very good care by keeping your room and the nursing unit clean and tidy. Your housekeeper completely cleans and disinfects your room before you are admitted into the room.

Housekeepers clean patient rooms daily, between 7:00 a.m. and 3:30 p.m.

They will remove trash from your room at least once daily, as well as wipe off table surfaces, chairs, and heating units and dust the television and the floor.

Your bathroom will also be cleaned. Any spills or other housekeeping issues should be reported to your nurse whenever they happen, so housekeeping can be notified to come to your room.

Housekeeping conducts surveys during your stay to learn about your current experience here at Georgetown University Hospital. You may also receive a more general patient survey in the mail after you are discharged. Please take a few minutes to complete and return the questionnaire. Your comments and suggestions will be confidentially shared with our managers and staff.

Feedback from our patients provides us with valuable information that helps us improve our housekeeping services as well as recognize those employees who go above and beyond.

Bed Linens

Your bedding will be changed on a regular basis and as necessary. The general routine is for the staff to routinely freshen your bed and assist you with your bath during the day shift. However, there may be times when this is done on evenings or nights to accommodate testing, surgery or patient preference. 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.

Interpreter Services (Foreign Language)

The International Services department provides foreign language interpretations 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 delivered to patient rooms to provide immediate connection to medical interpreters in over 130 languages. Call International Services at ext 4-1588, Monday – Friday, 8:00am – 5:30pm. For assistance after hours and on weekends, please speak with your nurse.

Deaf and hard of Hearing Services

The Patient and Physician Advocacy department provides American Sign Language (ASL) interpretations at no charge for both in- and out-patients to ensure that every aspect of care can be accurately communicated. Patient Care Coordinators from this department also assist with any special needs. Call Patient and Physician Advocacy at x4-3040, or email ASL@gunet.georgetown.edu Monday – Friday, 8:00am – 5:30pm. For assistance after hours and on weekends, please speak with your nurse.

Amenities provided for deaf and hard of hearing patients include:

- TTY/TDD Phones – Call the Patient and Physician Advocacy Department at ext 4-3040
- Amplified Phone Handsets – Please ask your nurse, amplified phone handsets are located on each unit
- Public TTY/TDD Phone – Available at the concierge Desk, located in the Main Lobby, 1st Floor

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 with the nursing unit secretary for mailing. Mail collection boxes are located at the entrances to the PHC Building and the Emergency Department. FedEx collection boxes are located at the entrances to the Pasquerilla Healthcare Center (PHC) and the Lombardi Comprehensive Cancer Center.

Medications

Medications are an important part of your treatment plan. You must tell your practitioner all medications as well as the doses you are taking including prescription drugs, over-the-counter drugs, diet supplements, herbals and/or vitamins. This is very important because even the most common drugs can cause complications when taken with other medications or treatments. Some patients find it helpful to bring in their medications so that the staff can be sure of the exact drug type and dosage you have been taking. (Your personal medications will then be sent home with your family.) It is also very important **to inform your healthcare team of any allergies or adverse reactions to**

foods, drinks, medications or sensitivity to latex.

In unusual instances, the physician may wish for you to use your medications brought from home. This can only occur when the prescriber explicitly writes a complete "patient may take own medication" order in the chart. Such drugs will be kept at the nurses' station, brought to the patient at dosage times, and returned at the time of discharge.

When a healthcare member enters your room to administer your medications, he or she will need to verify your identity by looking at your identification band and asking your name and date of birth.

It is a good idea to carry a wallet-size information card (such as an index card) with vital health history including medications you are currently taking as well as notation of any allergies to medications. If you would like a copy of the medications you are taking while in the hospital, please contact your nurse who will have the list printed for you. You will receive a final list of medications at discharge. Remember to discard old medication lists and update your providers and Pharmacies regarding your new medication list.

Nutrition Services and Dining Options for Guests

GUH Food and Nutrition Services Department is dedicated to providing high quality, satisfying, and nutritious meals to all patients and visitors. Excellent nutritional care is essential to your speedy recovery. Your specific diet is ordered by your physician and depends on your medical condition. Our Registered and Licensed Dietitians are available to evaluate your nutritional needs and provide nutrition counseling to individual patients. Please be sure to fill out a menu everyday and give it to your nurse. If you do not receive a menu, please request one from your caregiver. We offer a seven-day menu cycle with hot and cold selections for lunch and dinner. Kosher meals are available upon request.

Nourishments and snacks such as graham crackers etc. are also available. Just ask your nurse.

Guest Trays are available for Breakfast, 8:00 a.m. - 10:00 a.m., Lunch, 12:00N - 2:00 p.m., and Dinner, 5:00 p.m. - 6:30 p.m. Guest trays may be ordered by going to the cashier's window on 1st floor Main Building (hours of operation: 8:30 a.m. to 4:30 p.m.). Menu selections may be made at that time. Prepayment is required.

Gourmet Dinners are available to patients (dietary restrictions allowing) and their guests and visitors. They must be pre-ordered and pre-paid by 12:00 noon. Dinners are served in the patient's room between 5:00 p.m. - 6:30 p.m. Please ask your nursing staff for the menu and order form. Menus are also available at the cashier's window on 1st floor Main Building and prepayment is made there.

Other Dining Options

Visitors and guests can enjoy snacks and meals from The Georgetown Cafe, The Snack Bar, The Vending Express or the Leavey Conference Center.

The Georgetown Cafe is located on the ground floor of the Pasquerilla Healthcare Center (PHC). It features breakfast items, soups, hot and cold entrees, and beverages. It is open every day from 6:00 a.m. - 10:00 a.m. and from 11:00 a.m. - 9:00 p.m.

The Snack Bar is located on the 2nd floor of the CCC Building. It features breakfast items, soups, pre-made sandwiches, salads, and beverages. It is open Monday - Friday from 6:00 a.m. - 11:00 a.m., and from 12 noon to 9:30 p.m. It is closed Weekends and Holidays.

The Vending Express is located on the Ground Floor in the Gorman Building. A variety of hot and cold beverages, snacks and a refrigerated cold food machine with soups, sandwiches, fruit, and salads are available. It is open 24 hours per day, everyday.

The Leavey Conference Center* is located across the courtyard from the entrance to Lombardi Comprehensive Cancer Center and offers several options for both cafeteria-style or restaurant meals. Hours are as follows:

The Faculty Club Restaurant	Mon-Fri, 11:30 a.m. - 2:30 p.m.
Epicurean and Co.	Every day, 6:30 a.m. - 10:30 p.m.
The Hoya Restaurant	Every day, 4:00 p.m. - 11:00 p.m.
The Food Court	Mon - Fri, 11:00 a.m. - 5:00 p.m.
Starbucks Coffee Bar	Every day 6:00 a.m. to 6:00 p.m.

*Please note that hours of operation may vary during Georgetown University vacation periods and holidays.

Radios/CD Players/Books/Audio Tapes

You may use your own radio or CD player only if it is battery operated and has earphones. As these devices are very small and can be easily misplaced, please take extra care to place these devices in a secure place such as your bedside table when not in use. Ask your nurse to contact Volunteer Services if you are interested in reading materials or listening to books-on-tape during your stay.

Fire Safety

Georgetown University Hospital continually conducts drills and trains for all emergencies including the unlikely scenario of fire. If you hear the fire alarm sound, please remain calm and do not leave your room. Your caregivers are well trained in fire safety procedures and will advise you in the event of an actual fire.

Smoke-Free Environment

Georgetown University Hospital is a totally smoke-free environment. Therefore, smoking is not permitted anywhere on the hospital grounds, garages, or satellite facilities owned or leased by the hospital. Tobacco products are not

sold within the hospital campus. 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.

Telephones

Patient phones: For your convenience, every bed (except in ICUs, NICU, and Mental Health Care) is equipped with a telephone. Your telephone number is noted on the large white information poster near your bed. Local calls may be made free of charge. To place a call in area code 202, dial 9, wait for a second dial tone, and then dial the desired number. To make local calls to area codes 703 or 301, dial 9, then 1, then 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.

If Call Forwarding or Do Not Disturb features have been activated on your phone, you may cancel these features by following these instructions. Please be aware that these features can be accidentally activated, and if so, the calls will automatically forward to the Hospital operators.

To Activate CALL FORWARDING

- Pick up your phone
- Get a dial tone
- Dial #91
- Follow recorded instructions to forward calls to alternate number
- Hang up

To Cancel CALL FORWARDING

- Pick up your phone
- Get a dial tone
- Dial # #91
- Hang up
- Test to see if calls come to the phone

To Activate DO NOT DISTURB

- Pick up your phone
- Get a dial tone
- Dial #5
- Hang up

To Cancel DO NOT DISTURB

- Pick up your phone
- Get a dial tone
- Dial ##5
- Hang up

- Test to see if calls come to the phone

If these steps do not correct the problem it should be reported to the Help Desk at 4-2111. As prompted, push #2 for telecommunications, and stay on the line for a technician to answer the phone.

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

Amplified head sets: See "Deaf and Hearing-Impaired Services"

Language Line® Dual Handset Telephones: See Interpreter Services
(Foreign Language)

FREE Wi-Fi

Georgetown University Hospital has free wireless Internet access to patients and visitors in all patient rooms and throughout the hospital. Connection to the Internet on your Wi-Fi enabled laptop or hand-held device requires an Internet voucher and access code. Please speak to your nurse, registration representative or a member of our Concierge staff to obtain your voucher with its unique access code.

Family Internet Access Center

The Family Internet Access Center is located on the 4 CCC and provides a computer and semi-private space for families to access their e-mail, the Internet and Georgetown-sponsored resources such as www.CaringBridge.org where patients and families can build free, personalized Web sites that support and connect loved ones during illness, treatment and recovery.

The Family Internet Access Center is for families of inpatients. For more information about the Family Internet Access Center, please contact the department of Patient and Physician Advocacy at ext 4-3040.

Television Service

Remote control color television sets in patient rooms are available for each patient bed. The Georgetown University Chapel with sacred music is available 24 hrs/day in all patient rooms. If your TV needs repair, please ask your nurse to call Customer Service. Private televisions are not permitted in the hospital. Listed below are the available channels

Georgetown University Hospital TV Lineup:

02 Georgetown University Hospital Chapel	38 LIFETIME
04 NBC	39 CNN
05 FOX	40 FOX news
07 ABC	41 CNN headline
09 CBS	42 TBS
11 WETA	43 WEATHER
13 UPN	44 TNT
14 NBC (Closed caption)	45 USA
15 FOX (Closed caption)	46 ABC family
16 ABC (Closed caption)	47 AMC
17 CBS (Closed caption)	48 ANIMAL PLANET
23 Maternity Education - available only on 2 North and 3 North	49 DISCOVERY
33 ESPN	50 TLC
34 ESPN2	51 CARTOON
35 Univision	52 NICK
36 Galavision	53 DISNEY
37 FOX sports	54 BLOOMBERG
	55 COMEDY
	56 VH1

NOTE: Pediatrics Unit (C5-2 and C5-3) have their own cable lineup. Contact your nurse for further information.

Tests and Diagnostic Procedures

During your inpatient stay, you may be asked to undergo various tests. Due to the nature of certain tests, you may be asked not to eat or drink during particular time periods. For other tests, you may be asked to undergo special preparations or drink specific liquids prior to the test being performed. Some tests may even take longer than one day to complete. Following all the instructions will help to ensure the accuracy and reliability of the test results. Regardless of what tests you may have, we will fully explain each one to you and inform you of any special preparations or restrictions required.

Valuables

We strongly encourage family members to take patient valuables home. When this is not possible, valuables can be secured in the hospital safe in the

Protective Services Office. A nurse can arrange this for you. Please immediately inform your nurse of any possessions brought into the hospital after admission so he/she can add them to your clothing list. When not in use, your eyeglasses, hearing aids, and dentures should be safely stored in your bedside table. Please ask your nurse for a storage bag if needed. Remember that patients are responsible for valuables left in their rooms.

Visiting Hours

Visiting hours vary with patient care areas. Listed below are general visiting hours, HOWEVER, these hours may change depending on a number of variables. Please confirm with your nurse. Children under 12 years of age are not permitted in adult patient care areas.

Medical Surgical Units

Visitors are welcome from 11:00 a.m. to 8:00 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.

Intensive Care Units

Other than during situations involving patient emergencies, visiting hours for the intensive care units are from 11:00 am to 9:00 p.m. (The exception is between 7:00 p.m. to 7:30 p.m. when nurses change shift and make rounds on each patient.) Visitors are generally limited to members of the immediate family and are allowed at the discretion of the nursing staff. Flowers and plants are not permitted in intensive care units. Policy prohibits visitation overnight in patient rooms.

Maternity/Perinatal

There are no restrictions on hours in Labor and Delivery but the number of visitors is limited to two other than the primary support person. (husband or partner).

The visiting hours for **2 North** are 11:00 a.m. to 9:00 p.m. Small children, including siblings of the newborn, are permitted on the unit if accompanied by an adult. **One** primary support person is allowed to stay overnight.

Pediatrics

In NICU, PICU, and Pediatrics, parents can visit at any time. In NICU no children under the age of 16 are permitted except siblings, and a parent must accompany all visitors. In pediatrics, arrangements may be made through the nurse for sibling visits.

Psychiatry (5W)

Psychiatry visiting hours are as follows:

Monday-Friday	12:00 noon to 2:00 p.m.
Monday-Thursday	7:30 p.m. to 9:00 p.m.
Friday	5:00 p.m. to 9:00 p.m.
Saturday & Sunday	3:00 p.m. to 9:00 p.m.
Holidays	12:00 noon to 9:00 p.m.

During Surgery

Family members and visitors may wait in the Surgical Waiting Room on 2nd floor, CCC Building if you are going to be admitted to the hospital following surgery. If you are going home after your surgical procedure, family members may wait in the Same Day Surgery Center waiting room on ground floor, CCC Building. Visitors are not permitted in the operating rooms at any time. In some circumstances, family members may visit patients in the PACU following surgery for brief periods. The Surgical Liaison will be in the 2nd floor waiting room between the hours of 9:00 a.m. and 7:00 p.m. The liaison is there to answer your family's questions and provide information as it becomes available. During the hours when the liaison is not there, your family may receive information from the Operating Rooms via the waiting room telephone and the perioperative nurses.

Your Role In Preventing Infections

The Georgetown University Hospital Infection Prevention Program is committed to patient safety by doing everything possible to prevent the spread of infections among patients, healthcare workers, and visitors. Frequent contact is made between people who have an infection or can spread one, and people who can easily become infected. Some types of procedures can increase a patient's risk of infection. Preventing infections is important to help patients recover quickly and stay as healthy as possible.

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 with alcohol-based **hand foam** using the following simple guidelines:

Hand Wash Procedure

- Wet hands with warm water
- Apply soap
- Rub together fronts/back for 15 seconds
- Rinse thoroughly & dry completely
- Use paper towel to turn off water

Alcohol-based Hand Foam Procedure

- Dispense 5 grams (a palm full) of hand foam into one hand
- Spread thoroughly over fronts/back hands
- Rub until dry

When should you wash your hands?

- After using the toilet, blowing your nose, or sneezing
- After handling dirty items
- Before and after eating, drinking, or handling food
- When your hands look dirty

Everyone should wash his/her hands before and after entering your room. There is easily accessible alcohol-based hand foam at the entrance to your room for this purpose. Feel free to ask anyone entering your room to wash their hands if you have not seen them do so.

Other ways to prevent infections include, but are not limited to:

- Always use good personal hygiene.
- Don't share patient care items such as creams, glassware, or towels with your roommate.
- Take an active part in your care.
- If you have an illness that could be dangerous to others, don't visit the hospital while you are infectious.
- If you have questions about certain situations, ask a doctor or nurse.
- Be aware of infection possibilities and early signs of infection (coughs, fever, rashes, redness, swelling).

There are times when patients can become infected or colonized with resistant forms of bacteria such as MRSA or VRE. In these particular cases, we must place patients in contact isolation to prevent the spread of those bacteria to other patients and or caregivers. When in isolation, all who enter the room will wear a gown and a set of gloves. This includes any visitors that may come to see the patient. In addition, very strict hand hygiene and cleaning must take place to prevent the spread of these germs. [If you would like further information on this topic, please call the Infection Prevention Department at 444-3686.](#)

Patient Rights and Advocacy Information

As a patient, you have the right:

- To respectful and considerate care.
- To receive treatment without discrimination as to race, color, religion, sex, natural origin, disability, sexual orientation or source of payment.
- To a clear, complete, and understandable description of your condition and treatment choices.
- To ask questions and expect answers about benefits and common risks and recognized alternatives before you give your permission for any procedure or research study.
- To refuse a diagnostic or therapeutic procedure, treatment, or research study.

- To have your pain appropriately assessed and managed.
- To ask your healthcare worker to please wash his/her hands.
- To request or refuse an interpreter.
- To contact a Patient Advocate if you have concerns or complaints about the care you receive or the privacy of your medical information.
- To privacy and to receive a notice of our privacy practices and your privacy rights.
- To access, copy and update your medical record.
- To leave the Hospital as soon as possible with instructions about caring for yourself at home.

As a patient, you have the responsibility:

- To give your health care team the most complete and correct information about your health, health history, insurance, and related issues.
- To tell your caregivers about changes in the way you feel when you are in the hospital, in the doctor's office, or after you leave.
- To follow your plan of care.
- To be considerate and respectful of other patients and Hospital employees as well as others' property and equipment.
- To keep noise to a minimum; to use the telephone, TV, and lights courteously.
- To pay attention to the care you are receiving.
- To speak up if you do not understand.
- To discuss your Advance Directive with your physician prior to admission, when admitted, and anytime you make changes to the document.
- To help maintain a healthy and healing environment, refrain from the use of tobacco products in adherence to the hospital's tobacco-free policy.

All of us at Georgetown are pleased to be members of your health care team. For your concerns, suggestions, and compliments, call our Patient Hotline 24 hours a day, 7 days a week:

Inside the Hospital: call ext. 4-2273

Outside the Hospital: call 202-444-2273

Patient and Physician Advocacy Department

The first place to turn with a question or a concern is to your doctor, nurse coordinator, or another member of your health care team. When the staff does not help you to your satisfaction, or you have a special concern or need, please call a patient advocate. Patient Advocates provide advocacy and assistance to patients/families and physicians in all care settings and act as liaison between patients, physicians, hospital staff and departments to recognize and remove

any obstacles to providing high quality care. Advocates can be contacted Monday to Friday 8:00 a.m.-5:30 p.m. at ext. 4-3040 and by pager on the Patient Care Line ext. 4-CARE (ext. 4-2273).

The Patient and Physician Advocacy Department also assists with patient amenities including the coordination of family lodging, sign language interpretation and cosmetology services for inpatients. The department can be contacted at ext. 4-3040, Monday - Friday, 8:00 a.m. - 5:30 p.m. After hours and on weekends, contact the Patient Care Line or the Clinical Administrator through the Page Operator at 4-PAGE (ext. 4-7243).

If you have continuing concerns about patient care or safety issues, you may contact the Joint Commission's Office of Quality Monitoring by either calling 1-(800)-994-6610 or e-mail at complaint@thejointcommission.org. You may also address your concerns to the District of Columbia Department of Health at (202) 442-5999 or e-mail doh@dc.gov.

Please know that we would be pleased to work with you in resolving any issues. Do not hesitate to contact any member of the health care team to discuss any concerns.

Privacy Issues

The staff at Georgetown values the privacy and modesty of our patients and seeks to create a sense of security and personal space for all of those in our care. Staff members will knock and pause before entering your room, and close curtains before exams or procedures.

Please note, however, that while we are committed to protecting your privacy, we also must identify your name and room in order to coordinate care. Most nursing units use large white boards that will identify your room number, last name and nurse. This is the primary communication tool to assure smoothly coordinated care. If this is problematic to you, please contact your nurse and we will be happy to make alternative arrangements.

We value the privacy of your medical information and strive to use only the minimum amount of your health information necessary for the purposes described in the *Notice of Privacy Practices (NPP)*, which you were offered before receiving care at Georgetown. We collect information from you and use it to provide you with quality care, and to comply with certain legal requirements. Everyone who supports or participates in your care at Georgetown is required by law to maintain the privacy of your health information. If you would like to receive another copy of the *NPP*, please contact your nurse.

Help us protect your privacy by designating one individual as your spokesperson to receive updates concerning your health information. This spokesperson can then relay your progress to other members of your family and friends as appropriate. Have your spokesperson ask your nurse for a preferred time to call the nurses station.

Become Involved in Your Care!

Patient safety is a prime concern of everyone at Georgetown University Hospital and we consider maintenance of a safe environment to be everyone's job. We also depend on you to help this effort by becoming an active and informed participant in your health care. **You are the center of the health care team. Participate in all decisions about your treatment.**

Georgetown University Hospital endorses the "**Speak Up**" program recommended by the Joint Commission on Accreditation of Health Care Organizations (thejointcommission) to help patients get involved in their care. Here are some ways that you can participate:

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse, or other health care professional tells you.
- Don't be afraid to tell the nurse or doctor if you think you are about to receive the wrong medication.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect healthcare workers to introduce themselves and look for their identification badges.
- Hand washing is the most important way to prevent the spread of infections. Notice whether your caregivers have washed their hands and don't be afraid to gently remind them to do this.
- Be aware of the time of the day you normally receive a medication and if that doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure that your nurse or doctor checks your wristband or asks your name and date of birth before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Gather information about your condition. Good sources include your doctor, your library and respected websites and support groups.
- Write down important facts your doctor tells you so that you can look for additional information later.
- Thoroughly read all medical forms and make sure you understand them before signing anything. If you don't understand something, ask your doctor or nurse to explain.

- Be sure you are familiar with the operation of any equipment that is being used in your care.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of when you are under stress.
- Your advocate can also help remember answers to questions and speak up for you if you cannot.
- Make sure this person understands your preferences for your care and your wishes concerning resuscitation and life support. This should be explicitly stated in your Advance Directive.
- Review consents with your advocate before signing and be sure you both understand what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistake.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also, inquire about the side effects of the medication.
- If you don't recognize a medication, verify that it is for you.
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications or a new medication, be sure you tell your physician and nurse about over the counter drugs, vitamins and herbal supplements to be sure that it is safe to take them together.

Choose a Magnet Hospital, clinic, or surgery center that has undergone a rigorous on-site evaluation against established, state-of-the-art nursing quality and safety standards.

- Georgetown University Hospital was awarded Magnet Status in 2004 and 2008 and submits a detailed quality report yearly to assure ongoing excellence.
- Georgetown University Hospital also undergoes the thejointcommission accreditation every three years. The lengthy survey process reviews procedures, safety aspects, documentation, as well as other key indicators of quality and patient safety standards.

Amenities

ATMs

ATMs (automated teller machines) are located both in the Main Building first floor, near the elevators, and also in the Pasquerilla Healthcare Center (PHC) on the ground floor by the Georgetown Cafe.

Cosmetology Services

Appointments for hairdressing, manicures and pedicures are arranged by calling Patient and Physician Advocacy, ext. 4-3040. Services are provided by appointment with an independent practitioner and payment is made directly to the hairdresser or cosmetologist.

Gift Shop

The Gift Shop, located in the Main Building, 1st floor, stocks magazines, paperback books, toiletry articles, and an assortment of cards and gifts. Hours of operation are Monday through Friday, 7 a.m. to 8:00 p.m.; Saturday and Sunday, 9:00 a.m. to 8:00 p.m.

Guest Accommodations

Hotel accommodations for patients and patient/family members are arranged at discounted rates by the Patient and Physician Advocacy Department at ext. 4-3040. All rates are subject to change and are based on availability. This office is open Monday through Friday, 8:00 a.m. to 5:30 p.m. For assistance after-hours and on weekends, please contact the Clinical Administrator through the Page Operator at 4-PAGE (ext. 4-7243).

Options for hotel stay include:

- The Marriott-operated Leavey Conference Center is located on the university campus across from the hospital. Reservations should be made as early in advance as possible as discounted rates are limited.
- Nearby hotels located in Washington, DC and Virginia also offer discounted rates based on availability when booked through the Patient and Physician Advocacy department.

Lost and Found

The Protective Service office operates the Lost and Found service. If you find or misplace an item, call ext. 4-2890.

Newspaper Delivery

USA Today is delivered Monday through Friday to our patients with their breakfasts. The exceptions are in our pediatric and intensive care units. These and other daily newspapers are available in machines in the Vending Express

(Gorman Building), the Lombardi entrance, and in the CCC Building near the elevators. All are located on the ground floor.

Notary Public

Notary services for patients and their families are arranged through the office of Patient and Physician Advocacy at ext. 4-3040. Requests for a notary should be made in advance, and are provided by appointment between the hours of 9:00 a.m. and 3:00 p.m. There is no charge for notary services to patients and families but donations for notary services provided are accepted for the Patient Sharing Fund.

Parking

Patients, Families and Visitors may park in the following areas

- Garage 1, Entrance 2
- Lot A, Entrance 1
- Leavey Conference Center Garage, Entrance 1

We heavily discount parking for our patients and visitors. Please pick up discounted parking stickers during the week until 9:00 p.m. and Saturdays at one of the following locations:

- Concierge Desks, Ground Floor Pasquerilla Healthcare Center (PHC) Building, or 1st floor, Main Building
- Physician Offices
- Outpatient registration areas.

After 9:00 p.m., and all day Sunday, discount stickers may be obtained from the Security Officer in the Emergency Department, on the Ground Floor of the CCC Building.

Taxi Service

For your convenience, a direct line to a local taxicab service is located at our Concierge Desk in the main lobby, as well as at the Pasquerilla Healthcare Center (PHC) and Emergency Department entrances. Additionally, there is a taxi stand in front of the Leavey Conference Center, directly across the courtyard from the entrance to the Lombardi Comprehensive Cancer Center.

Valet Parking

Valet Parking is available to all patients and visitors at the entrance to the Lombardi Comprehensive Cancer Center and to the Pasquerilla Healthcare Center (PHC) both at the rear of Entrance 1. Hours of operation are Monday through Friday, 8:00 a.m. to 6:00 p.m. There is no additional charge, however patients and visitors are reminded to pick up discount parking stickers before claiming your vehicle. **After hours, keys may be picked up at the parking booth at the Leavey Conference Center garage.**

Vehicle Safety Services

The Protective Services Department offers escorts to your vehicle after hours, upon request. Please call Customer Service 4-3840, when you are ready to leave and a security officer will assist you.

Other Important Services and Departments

Blood Donor Center

Most patients who are transfused at Georgetown University Hospital receive blood units donated by volunteer donors. Some patients or their physicians prefer autologous (self-donated) blood when possible. Occasionally, patients request that they receive blood given by someone they know (directed donors). Georgetown University Hospital receives its blood supply for transfusions from the American Red Cross community blood center and our other MedStar Hospital Blood Centers.

Volunteer Donors

American Red Cross and our other Med Star Hospital Blood Center donors are volunteers. None are paid for their donations. Donors are carefully screened by a questionnaire approved by the Food and Drug Administration (FDA) and each unit of blood is tested for infectious diseases by methods that meet all requirements for the FDA and the American Association of Blood Banks.

Autologous Donation (Self Donated)

Patients who are scheduled for elective surgery have the option of donating their own blood, which is then, if necessary, transfused back to them during or after surgery. Please discuss this option with your physician.

Directed Donations (Family/Friends)

Some patients who are scheduled for surgery or other medical indications for transfusion may want their family member or friends to donate blood for their transfusions. We have no information that blood from family members or friends is safer than blood from our volunteer donors.

However, we understand the concerns that some persons have about blood transfusions and will provide this special service for patients who request it. Directed donors must meet strict health requirements. The ideal directed donors are persons who have previously been volunteer blood donors.

For more information about our blood services, autologous or directed donor blood donation, please call our Blood Donor Service, at (202) 444-5425.

Healthcare Referral

Georgetown University Hospital has two telephone referral services to assist you in finding physicians, services and information within the Georgetown system. This service is provided free of charge. Staffed by nurses, this service is an invaluable resource for scheduling appointments, finding a physician at Georgetown and health education.

Georgetown M.D.

Nurses assist callers in finding physicians and services within the Georgetown system that meet their personal and medical needs. Georgetown MD also informs patients about resources, registers callers for health education and parenting classes and clinical trials, and provides information on medical topics, and prescription and over-the-counter medications. The nurses also assist in scheduling appointments with selected physicians. This free service is available Monday - Friday, 8:00 a.m. - 8:00 p.m. Call (202) 342-2400 or toll-free (866) 745-2633.

Lombardi CancerLine

Oncology nurses provide callers with information about cancer research protocols, source information for patients from the National Cancer Institute and the American Cancer Society and act as a resource to identify risk factors and determine ways to reduce cancer risk. The nurses also provide physician referrals and assist with appointment scheduling. Lombardi CancerLine is available Monday - Friday. Call (202) 444-4000.

Organ Donation

Transplants of kidneys, heart, pancreas, liver, cornea, bone marrow, bone and skin are no longer experimental surgeries. These procedures are widely accepted forms of medical therapy and are highly successful. However, the number of people waiting for transplants is far greater than the number of people who donate organs. As a result, thousands of adults and children die waiting for their gift of life.

Georgetown University Hospital encourages everyone to sign an organ donor card and to discuss that decision with family members. Discussing and planning for organ and tissue donation while you are in good health can offer comfort and direction for your family if they are faced with the decision.

For more information about organ and tissue donation, please call the Washington Regional Transplant Consortium at (703) 641-0100.

Pain Management

People used to think that severe pain was something they "just have to put up with." With current treatments, that is no longer true. Today you can work with your doctors and nurses to help prevent and relieve pain.

Why should pain be controlled?

When your pain is controlled, you can prevent needless suffering as well as:

- Heal faster and feel better sooner
- Start walking and doing your breathing exercises so you can get your strength back faster
- Improve your results and avoid problems (such as pneumonia, blood clots and stress)

Pain Management Options

Both medication and non-medication treatments can be helpful in preventing and controlling pain. There are methods used to manage pain. Sometimes two or more methods are combined to get greater relief. You and your doctors and nurses should discuss and decide which methods are best for you.

Are you worried about getting "hooked" on pain medications?

Studies show this is very rare (less than 1%) unless you already have a problem with substance abuse.

Pain Management Methods

Medication

Several routes can be used to give pain medication. These include:

- *Oral.* Oral pain medications are taken by mouth in pill or liquid form.
- *Injection.* An injection is a "shot" of medication given with a needle into a muscle.
- *Transdermal.* Skin patches containing pain medication are applied to the skin and used for longer-term pain management.
- *PCA (Patient Controlled Analgesia) Pump.* You can control your pain by pushing a button. The pump then safely delivers small doses of pain medication through the intravenous (IV) tube in a vein.
- *Spinal Catheter.* A catheter is a small tube placed in your back by the anesthesiologist. The catheter is connected to a PCA pump which delivers pain medication and allows you to give extra doses when needed.

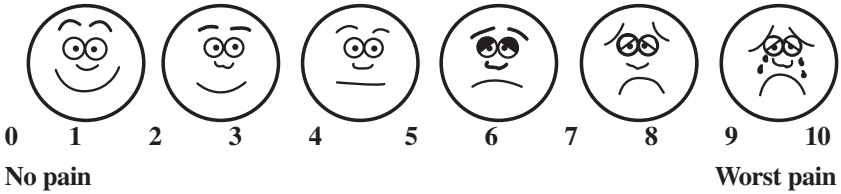
Non-Medication Methods

- Heat and Cold packs
- Splinting of an incision
- Massage
- Positioning
- Relaxation
- Prayer and positive thinking
- Distraction techniques (such as listening to music, watching TV, reading or visiting)

Communicating your pain

We ask that you help the nurses and doctors to measure your pain. You will be asked routinely to rate your pain in a scale of "0 to 10" (0 means "no pain"; 10 means "worst pain imaginable"). Or, you may choose a "face" from the scale which best describes your pain. You will also be asked if you are experiencing any side effects. Reporting your pain also helps the nurses and doctors know how well your pain management treatment is working and whether to make changes.

Use this scale to rate your pain. If you have difficulty rating your pain using numbers, ask your nurse for an alternative pain scale.



It is important that you report uncontrolled pain.

- Don't worry about being a bother.
- Pain can be a sign of problems.
- The nurses and doctors want and need to know about it.
- Don't automatically assume you need less pain medication because your pain is under control.

Help keep your pain under control. Being prepared helps put you in control. You may want to write down your questions before you meet with your doctor or nurse.

Be sure to:

- Talk with your nurses and doctors about pain control methods that have worked well or not so well for you in the past.
- Talk with your nurses and doctors about any concerns you may have about pain medication.
- Tell your nurses and doctors about any allergies or reactions to medications you have had in the past.
- Take your pain medication or ask the nurse for pain medication when the pain starts. This is key to proper pain control.
- Take pain medication prior to getting out of bed, walking, or doing breathing exercises. It is harder to ease pain once it has taken hold.

Let your doctors and nurses know if you are experiencing any problems such as itching, sickness to your stomach, constipation, or that you just don't feel right.

Pastoral Care

As a Catholic and Jesuit hospital, Georgetown University Hospital is committed to compassionate care of the whole person. To help meet the spiritual and pastoral needs of our patients:

- Chaplains are available to all patients, family members, and other loved ones regardless of religious affiliation for prayers, spiritual counseling, or support.
- The Chaplains represent a variety of denominations. The Department of Mission and Pastoral Care can help to arrange visits from ministers of other religions and denominations. Patients are also welcome to invite ministers or clergy from their own denominations.
- A chaplain and/or a Catholic priest are always available on an on-call basis.

- Communion and the Sacraments of Reconciliation and Anointing of the Sick are available for patients upon request.
- The Hospital Chapel is available for personal prayer or meditation twenty-four hours a day. The chapel is located on the first floor of the Main Building near the front entrance facing Reservoir Road.
- Catholic Mass is offered each weekday at 7:30 a.m. and 12:05 p.m.; Saturdays at 4:00 p.m. (Sunday Vigil) and Sundays at 12:00N and 4:00 p.m.
- An Ecumenical Prayer Service is held at 12:40 p.m. on Fridays, all are welcome to any of the services.
- All services are broadcast on closed-circuit TV throughout the hospital on Channel 2. At other times of day, scenes from the Chapel are broadcast with inspirational music.
- To contact Pastoral Care, call ext. 4-3030 or contact the page operator and ask for the on-call Chaplain.

Protective Services

The hospital has 24-hour security service to assist patients, visitors and employees. Protective Services officers will also assist with minor vehicle problems such as lockouts, etc. If you need to get in touch with Protective Services, dial ext. 4-3840. (See also "Vehicle Safety Services.")

Volunteer Services

GUH Volunteers are a unique group of individuals who provide extra care and support for our patients, families and visitors. During your stay you may meet one of our dedicated volunteers throughout the hospital at concierge desks, waiting rooms and units.

Interested in volunteering? If you or anyone you know is interested in becoming part of our volunteer community, please see our webpage, www.georgetownuniversityhospital.org and click "Be A Volunteer" or call us at ext. 4-5545 (202-444-5545).

Your Health Care Team

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 health care team, and at the same time, educate the next generation of professionals. You may see students from many of the disciplines listed below. These students are under the direct supervision of a licensed professional. If you have additional questions about the role of students at Georgetown, please ask your nurse or doctor.

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

Here are some of the members of your team:

Medical Staff

Our doctors, residents, advanced medical students are dedicated to working together to ensure world-class diagnostic and treatment care.

Attending Physician

Your personal doctor diagnoses and treats your medical condition in addition to communicating daily with the rest of the staff to carefully monitor your optimal plan of treatment. Your doctor may call in other highly experienced medical specialists to help diagnose and treat your condition. Ask your physicians any questions you have concerning your care or condition. Some patients find it useful to write down their questions as they occur and there is space at the end of this book for this purpose.

Resident Physicians/Fellow Physicians

These physicians are licensed medical doctors who are continuing their advanced training under the supervision of our attending doctors. These outstanding young doctors are selected through a competitive process from top medical centers throughout the country and the world. They are, in turn, responsible for the medical students.

Nurse Practitioners (NPs) and Physicians Assistants (PAs)

There are a significant number of medical, surgical and specialty NPs or PAs in both the outpatient and inpatient areas. They assist the attending physicians with patient care and are often readily available to monitor and update orders. They follow their patients' progress during the hospital stay and work to coordinate care with post-hospitalization treatment.

You often meet your surgical NPs or PAs during preadmission testing.

Registered Nurses (RNs)

A Georgetown Magnet nurse will be assigned to you each shift and is directly responsible for your care. Your RN will oversee your immediate team of nursing care providers, help to monitor your recovery, and teach you and your family the steps to care for yourself. Your nurse will direct the other members of the nursing team that includes clinical technicians, nursing assistants and unit secretaries. Nurse experts, such as enterostomal/wound nurses, are also available to assist in your care.

Each nursing unit has a nursing coordinator who is responsible for the overall management of operations on the unit. If you have a concern or question about your care, feel free to speak to the nursing coordinator or the assistant nursing coordinator.

You may have noticed that your RN wears a large gold triangular pin designating that he/she is a "Magnet nurse". Georgetown was awarded Magnet Status in 2004 for proven excellence in nursing care and patient care outcomes. Only 2% of the nation's hospitals can boast this award and it

communicates to patients and their families that they can expect the very best in nursing care. Magnet facilities consistently outperform non-Magnet hospitals, delivering better patient outcomes, short lengths of stay and increased patient satisfaction rates. Georgetown is currently the only hospital in Washington to have this distinction.

Licensed Practical Nurses (LPNs)

An LPN works in a team relationship with the RN to provide direct patient care, including treatments, medications, and other direct care.

Certified Nursing Assistants (CNAs) or Clinical Techs

Under the direct supervision of nurses, CNAs or Clin Techs provide basic nursing care to patients.

Dieticians

Our registered and licensed dieticians are available to provide extensive assessment and education to all patients who require medical nutrition therapy. The dieticians are an integral part of the multidisciplinary team and strive to ensure each patient's nutritional health. Your health care team may ask the dietician to visit you, or you may ask your nurse to arrange for a dietician to talk to you.

Pharmacists

Clinical pharmacists are assigned to make rounds with the physician teams on patient care units to provide input into your medication therapy. They assure that your drug regimen is customized to provide maximum benefit. You may ask to speak to a pharmacist if you have questions about your medications.

Physical Therapists, Occupational Therapists, and Speech Language Pathology Therapists

These therapists compose the Department of Physical Medicine and Rehabilitation. At the request of your physician, these professionals provide quality therapy to adult and pediatric patients with physical dysfunction related to trauma, disease/illness and /or congenital problems. Such dysfunction may be related among other causes to neurological, orthopedic, neuromuscular, or oncology diagnosis. They also offer services on an outpatient basis.

Radiologic Technologists

These professionals carry out diagnostic imaging procedures on you at the request of your physician. Examples of these include routine x-rays; CT, MRI, or Nuclear Medicine scans; Ultrasound, or more invasive interventional procedures. The results are then interpreted by radiologists, who are physicians specialized in radiology, and reported to your doctor.

Respiratory Therapy

Respiratory Therapists work with physicians to monitor patients' breathing in all phases of care, and assist in treatment/diagnosis of lung disease in all age groups. Sometimes they help people stop smoking, work one-on-one with patients to improve lung function or treat asthma sufferers. Some therapists are "first responders" who provide emergency care for those requiring rapid response.

Case Managers and Social Workers

Case Managers are available to help you make arrangements for your post-hospital care. The staff can help you arrange for a nursing or rehabilitation facility; suggest physical, financial or emotional support services; arrange for visiting nurse or home care services; refer you to community resources for counseling about personal or family problems; and help you and your family face terminal illness. Case managers maintain a current list of home care agencies and will help you arrange services that are covered by your insurance. Call ext. 4-3750.

Our social workers can provide counseling to help you deal with any personal, social, emotional and/or financial stresses that may result from an injury or illness. In addition, the Case Management department will monitor your hospital stay to assure that you are not hospitalized longer than necessary to minimize out-of-pocket costs.

Chaplains

See Pastoral Care.

A Word about Private Duty Nurses

Georgetown University Hospital does not advocate the use of private duty nurses. However, if you wish to have a private nurse at your bedside, the Nursing Office, 1st floor Main, will provide you with a list of agencies for you to contact. Please be advised that these nurses are not authorized to provide professional nursing care such as the administration of treatments or medications. They may, however, assist you with personal hygiene and comfort care measures.

Ethics Consult Services

The Ethics Consult Service is a free, confidential advisory service available at any time to assist Georgetown University Hospital patients, families and health care professionals in identifying, analyzing and resolving ethical issues. A Clinical Ethicist reviews each consult request. A full consult will generally involve a meeting of several ethicists, the health care team, you, and/or your family as appropriate. The ethicists facilitate discussions and clarify ethical issues in making important decisions. To request a consult call the Page Operator ext. 4-PAGE (ext. 4-7243) and request the "Ethics Consult Service."

After Discharge

Going Home

Your doctor will tell you when you will likely be discharged. The actual time of departure is often contingent on final "morning of" laboratory or radiology tests and a last assessment of your physical status by your doctors. We are very sensitive to the inconvenience that this may cause, and we will make every

effort to keep you informed on the progress of your hospital discharge. 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 and have contact names and phone numbers in the event you have questions or need to make follow up appointments. 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 Out-Patient Pharmacy is located on the ground floor of the Pasquerilla Healthcare Center (PHC). 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.

If You Need More Care

After your stay at Georgetown University Hospital, you may need additional follow-up care to help you reach your full potential for recovery and independence. Your case manager can provide a list of excellent options convenient to your home. Many patients benefit from medical rehabilitation, especially individuals with spinal cord injury, stroke, brain injury, cardiac conditions, or a variety of orthopedic conditions. Georgetown University Hospital provides excellent rehabilitation services on an outpatient basis if you are able to regularly come back to the hospital for therapy. Among many options for inpatient rehab, National Rehabilitation Hospital (NRH), a member of MedStar Health and rated as one of "American's Best Hospitals" by U.S. News & World Report, offers a complete range of medical rehabilitation services both at its inpatient hospital and at more than 35 NRH Regional Rehab outpatient locations throughout the area. National Rehabilitation Hospital offers physical therapy, occupational therapy, speech and language therapy, psychology services, prosthetics and assistive technologies, a team of doctors and nurses who specialize in medical rehabilitation and many other services. As a patient you are at the center of this team as they work with you to reach goals that are individualized to meet your life and goals. For more information, call (202) 877-4NRH or ask your Case Manager for additional information.

Is Home Care Right for You?

Hospital stays are very short today. You might go home before you fully

understand your diagnosis; before you can handle your wound care by yourself; before you can get out of bed unassisted; or while you are still weak and unable to go to the doctor's office for follow-up care. In such situations home care can provide a continuation of the care you received in the hospital from nursing, therapy, or aide services.

Home care can bring the services, technologies, therapies and equipment of a hospital into the comfort and privacy of your home. Again, your case manager can review with you the many options available.

MedStar Health Visiting Nurse Association (VNA) has been providing home care since 1900. They can ease your transition from hospital to home because they have answers to many of your questions and concerns. The first step is knowing that you, a family member, or your doctor can call 1-800-862-2166 to arrange for home care 24 hours a day, seven days a week.

VNA works with your doctor and you to develop an individualized care plan. We then put together a home care team of skilled professionals who work with you and your family to understand your condition, determine how many visits are needed, and what types of services you can expect to receive. The home care team may include a nurse, therapist, home health aide, social worker or nutritionist depending on your needs. The team may also include IV therapy to provide chemotherapy, antibiotic therapy, and pain control therapy or total parenteral nutrition.

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 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 GUH. 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.

Saying Thanks

Patients frequently ask how they can best express their gratitude for the compassionate care they receive at our hospital. Staff members are not permitted to accept tips or gratuities, and gifts are discouraged. However, if you feel that staff members have excelled in caring for you, we urge you to mention them by name in a letter to our hospital president (c/o Main Administration, Georgetown University Hospital, 3800 Reservoir Road, Washington, DC 20007). They will be recognized as a "Georgetown Star". You may also receive a Patient Satisfaction survey (see below). This is another opportunity for you to highlight any service or employees that you wish to recognize.

Donations to Georgetown University Hospital

For those patients who wish to express their gratitude by making a tax-deductible contribution to Georgetown University Hospital, please contact the hospital development staff at (202) 444-3000 and ask to speak with a member of our hospital development team. Gifts can be made in support of a department, division or program that is most special to you. Gifts can also be made in honor of or in memory of a family member or friend, or a physician/healthcare provider. Checks should be made out to Georgetown University Hospital and any special notation regarding the gift designation should be noted in the memo portion of the check. Gifts can be sent to the following address:

Georgetown University Hospital
c/o Medical Center Development
PO Box 571404
Washington, DC 20057

Donations to the Georgetown University Hospital Patient Sharing Fund

The Georgetown University Hospital Patient Sharing Fund gratefully accepts donations to support its effort to provide emergency and temporary non-medical assistance for Georgetown patients. The fund receives donations from area churches, individual donors, patients and employees. Donations to the Sharing Fund are tax-deductible. To make a donation to the Sharing Fund, please contact Pastoral Care at ext. 4-3030, or send your check to:

Georgetown University Hospital
Patient Sharing Fund
c/o Department of Mission and Pastoral Care
3800 Reservoir Rd, NW
Washington, DC 20007

Patient Satisfaction Surveys

Our Magnet nurses and award-winning physicians and staff are extremely proud of the quality of our healthcare. We are pleased to give you an opportunity to comment on individuals and services that you feel were particularly noteworthy. Your observations form the basis in part for our employee reward system and your suggestions about your visit at Georgetown are highly valued by those who cared for you. The survey may be delivered in the form of a phone call or a mailed questionnaire and will take about 15 minutes to complete. Patients are selected randomly to participate and you may elect to answer or not answer any specific question. We want to provide very good care and we urge you to respond to this survey if you receive one. If you have questions about participating in this effort, please contact hospital administration at (202) 444-3000.

Information for Parents of Hospitalized Children

The staff of the Pediatric ICU and Pediatrics Unit 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; small blanket and pillow; pajama, slippers and daytime outfit; DVD and VHS movies; and photos of family, friends and pets.

Parents or primary adult caregivers are welcome to visit their child 24 hours a day and while overnight arrangements differ depending on the acuity of your child, for general pediatric patients, a parent may spend the night in a sleeper cot in the child's room. Guests should visit during hospital hours 11:00 a.m. to 9:00 p.m. Siblings are welcome to visit but due to space limitations, no more than three people at a time, including parents, are allowed in a child's room.

Preparing Your Child

Talk with your child about the hospital and what he/she might expect during the stay. There are many members of their healthcare team who will meet with them throughout the day, such as doctors, nurses, respiratory therapists and others. They will visit and talk with the child and family in the room. The healthcare team will need to examine your child and provide clinical care such as medications, checking temperature and blood pressure. They will sometimes wear gloves, masks and gowns.

To learn more about preparing your child, please visit our webpage, www.georgetownuniversityhospital.org and type "Child Life" under "Search." Click on "Preparing Your Child for Hospitalization."

Patient and Family Services

Many services, geared specifically towards hospitalized children, their families and their needs are available to our patients and their families. These services include:

- **Licensed Clinical Social Workers** devoted to pediatrics, offering counseling and support in collaboration with the members of the healthcare team.
- **Child Life Specialist** specially trained to meet the emotional and developmental needs of your child throughout the hospital experience. The Child Life Specialist 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, games, seasonal celebrations. The Child Life Program offers your child and family opportunities for diversional activity and socialization. Please contact the Child Life Specialist at ext. 4-3037.
- **Pastoral Care** offering spiritual counseling and use of the chapel to all families.
- **Family lounge** for the use of patients, siblings and their families is located on the pediatric floor.
- **Patient Advocates** that support families and help them to navigate all aspects of hospitalization and care.

More information related specifically to the care of our hospitalized children is available upon admittance to the Pediatric Floor, including information regarding the medical team, hospital routines, patient updates, visiting hours, international services, donor-directed blood, discharge and the Pediatric Parent Advisory Board.

Understanding the Billing Process

Payment in full is expected upon receipt of our statement. To discuss payment of your balance, or to inquire about financial assistance, please contact Customer Service at (202) 444-1400 or outside the Metro area (toll-free) at 1-888-896-1400.

Sometimes it is important that we contact you by telephone or mail. Please make sure that the hospital has your accurate telephone number and mailing address on file. If you are not sure your information is correct, please contact our Customer Service Unit at (202) 444-1400 or outside the Metro area (toll-free) at 1-888-896-1400.

After your discharge, most patients will receive two bills from Georgetown University Hospital: One for hospital services and one for hospital-employed physician services. You also may receive other bills from non-Georgetown staff that are related to your stay at the hospital (see "Other billing Services" below for additional details).

Hospital Services

Inpatient Hospital Billing Statements:

A claim for payment will be sent to your insurance company after you have been discharged from the hospital. Once your insurance carrier has processed the claim, you will receive a bill requesting payment for any balance determined to be your responsibility. Statements are sent every few weeks indicating your new balance after any payments are received.

Outpatient Hospital Billing Statements:

A claim will be submitted to your insurance carrier a few days after your visit to the hospital. You will be billed for any balance determined to be your responsibility after your insurance company processes the claim. Statements are sent every few weeks and will reflect your new balance after payments are received.

Physician Billing Services

Claims for physicians who are employed by Georgetown University Hospital will be submitted to your insurance carrier a few days after the service was rendered. You will be billed for any balance determined to be your responsibility after your insurance company has processed the claim. Statements are sent every few weeks and will reflect your new balance after payments and/or additional charges are posted to your account.

Sometimes it is important that we contact you by telephone or mail. Please make sure that the hospital has your accurate telephone number and mailing address on file. If you are not sure your information is correct, please contact our Customer Service Unit at (202) 444-1400 or outside the Metro area (toll-free) at 1-888-896-1400.

Billing Questions

Our Customer Services Unit handles and resolves patient telephone requests and inquiries concerning both hospital and physician billing issues. The customer service unit accepts calls from 8:00 am to 4:30 pm, Monday through Thursday and Friday 8:00 am - 1pm. They can be reached at 444-1400 or outside the metro area (toll-free) at 1-888-896-1400 or via fax at 444-2878. On our web page 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 on our website: www.GeorgetownUniversityHospital.org/billing/.

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.

Other Services

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

Numbers To Know

Georgetown University Hospital.....	(202) 444-2000
Administration	ext. 4-3000*
Admissions (Patient Access)	ext. 4-3180
Billing Service	ext. 4-1400
.....	(888) 896-1400 (toll free)
Cosmetology Services	ext. 4-3040
Georgetown M.D.	(202) 342-2400
.....	(866) 745-2633 (toll free)
Lombardi CancerLine	ext. 4-4000
Lost And Found	ext. 4-2890
Patient Advocacy	ext. 4-3040
Patient Care Line	(202) 444-CARE (ext. 4-2273)
Interpreter Services / Foreign Language	ext. 4-1588
Interpreter Services / American Sign Language	ext. 4-3040
Medical Records	ext. 4-3392
Outpatient Pharmacy	ext. 4-3772
Patient Information	ext. 4-2000
Pastoral Care	ext. 4-3030
Page Operator	ext. 4-PAGE (ext. 4-7243)
Parking Office	ext. 4-3802
Protective Services	ext. 4-4440 (non emergency)
.....	ext. 4-4444 (emergency)
Social Work/Case Management	ext. 4-3750.
Surgery Family Waiting Area	ext. 4-2709
Telecommunications Help Desk	ext. 4-2111
Volunteer Services	ext. 4-5545

***Five-digit numbers indicate extensions within the hospital. If calling from outside, dial (202) 44 and proceed with the above extension.**

