



Welcome

On behalf of Virginia Hospital Center and its employees, I would like to take this opportunity to welcome you to our Hospital. Since its establishment in 1944 Virginia Hospital Center has gone the extra mile to provide the most outstanding medical and patient care in the Washington metropolitan area. With that in mind we have invested \$150 million into a brand new state-of-the-art Hospital that unites comfort with advanced technology. The new facility also features a 60% larger emergency room, all private rooms offered at semi-private rates, a six-story underground parking garage with an additional 1,100 spaces, and 30% more critical care beds.

It is our mission to “Be the Best Hospital”, and at Virginia Hospital Center we’re committed to providing the finest in health care services to our patients and guests. We’ve designed this guide to give you information about hospital procedures and services. We hope it will answer all your questions and assist in making your stay here pleasant.

If at any time during your stay you have questions about your care, please call our 24-hour Quality Improvement Patient Hotline. To access this service, press the “Hotline” button located on your patient telephone.

Thank you for choosing Virginia Hospital Center as the place to receive your medical care. We wish you a speedy recovery.

Sincerely,

James B. Cole
President / Chief Executive Officer
Virginia Hospital Center

FREQUENTLY CALLED TELEPHONE NUMBERS

DEPARTMENT	EXTENSION
Hospital Operator	dial 0
Admitting	6112
Bio-Ethics Consultation:	
	Dial "0" and ask operator to page #098
Cashier	6138
Chaplain	6128
Gift Shop	6348
Insurance Verification	6127
Lost & Found	6363
Medical Records	6116
Nutrition Specialist	6811
Patient Financial Services	6127
Patient Information	6100
Patient Representative	6195
Quality Improvement Hotline:	Press "Hotline" button
Room Service	3463
Social Work	6275



ABOUT OUR HOSPITAL

Established in 1944, Virginia Hospital Center is a 334-bed acute care facility, providing sophisticated medical services to the metropolitan area. The Hospital offers comprehensive healthcare utilizing life-saving technology. With an exceptional medical staff of more than 700 physicians and superior nursing care Virginia Hospital Center is a teaching hospital, long-associated with Georgetown University's School of Medicine.

Our Hospital is committed to personalized patient service and excellent medicine. Each of the Hospital's units utilizes state-of-the-art equipment to provide quality medical care. The Hospital is a non-profit organization accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and licensed by the Commonwealth of Virginia Department of Health.

The Hospital offers the following services and specialties:

- Cardiology and Cardiac Surgery supported by a Cardiac Catherization Lab, an Electrophysiology Lab, a Cardiovascular Intensive Care Unit, an Intermediate Cardiac Care Unit, Cardio-Respiratory outpatient services, EKG/EEG and Cardiovascular Rehabilitation
- Women and Infant Health including a Women's Imaging Center, Labor and Delivery Suites, a Neonatal Intensive Care Unit and Nursery, and Pediatrics
- Comprehensive Oncology Services including the Robert E. Lee Oncology Unit, Radiation Oncology, Outpatient Transfusion and a Cancer Resource Center
- Orthopedics specializing in Total Joint Replacements
- Neurosurgery
- Acute Stroke
- Acute Pulmonary Rehabilitation, Pulmonary Special Procedures and Respiratory Therapy



- Psychiatric and Addiction Services which includes adult treatment for substance abuse and psychiatric counseling
- 24-hour Emergency Department
- Rehabilitation Department including physical therapy, occupational therapy, speech therapy, lymphedema care for inpatients and outpatients
- Intensive Care Unit
- Acute Hemodialysis
- Diagnostic Imaging including CT, and MRI
- Health Promotion
- Senior Health
- Laboratory Services
- Outpatient Nutrition Consultation
- Outpatient Clinics
- Urgent Care Center

Virginia Hospital Center proudly supports not only the letter but also the spirit and intent of all civil rights legislation. The Hospital will not knowingly discriminate in carrying out its patient care or human resource missions.



QUICK TELEPHONE REFERENCE

Hospital Operator:

Dial "0"

Local Calls

Dial "9" plus the 10 digit telephone number

Long Distance Operator Assisted

Dial "9" plus "00" plus the 10 digit telephone number

Long Distance Calling Card, Collect, Third Party:

Press button for long distance carrier of your choice, then press the pound key (#). Wait a few seconds for further instructions.

Quality Improvement Hotline:

Press "Hotline" button

To program the Home button:

Call your home telephone number or any local telephone number you would like on speed dial, then press the "home" button. The number is then stored for speed dialing.

**To adjust hearing:

Press "volume" button

To stop incoming phone calls: Press the DND (Do not disturb button). The button's light will come on. To clear it, press the button again, and calls can be received at this time.

** If additional volume is needed, contact the Hospital operator at "0" and a staff member will provide you with a special high volume telephone.



SPECIAL COMMUNICATION NEEDS

Virginia Hospital Center is proud to offer a variety of services to patients who have special needs. These include services for foreign language interpretation and services for visually or hearing impaired persons.

Special Hospital Signage

Assistance signage is located at all Hospital entrances in several languages (English, Spanish, Vietnamese, Korean, Farsi). Staff are given annual updates on the Hospital's special communications needs program to facilitate early access to interpreters.

Foreign Language Interpretation:

- In-House Medical Interpreters
- Bilingual Interpreters
- Language Line Services
- Patient Guide (available in Spanish, Vietnamese, Korean, Farsi and English)
- On-call, Medical Interpreters available if necessary

Services for Visually Impaired

- The Washington Ear (a radio reading service)
- Braille Telephones
- Audiocassettes of Patient Guide
- Soft Touch Braille Devices

Services for Hearing Impaired

- In-House Telecommunication
Services for the Deaf (TDD phones)
- On-Call Sign Language Interpretation
- Virginia Relay Center for access to TTY/TDD
- Special Volume Controlled Telephones
- Pocket Talkers
- Closed Captioned Televisions



VISITING HOURS

Visiting hours on all medical / surgical units are from 11:00 am-8:00 pm.

Special visiting hours for other units are as follows:

Maternity and Nursery

Unrestricted visiting hours for fathers/coaches of mothers.
11:00 am- 8:00 pm for all other visitors.

Special Care Nursery

Unrestricted for parents and grandparents if accompanied by the baby's parent.

Postpartum Unit:

Visiting hours are from 11:00 am-8:00 pm.

Intensive Care Unit (ICU), Cardiovascular Intensive Care Unit (CVICU)

Immediate family must contact the patient's nurse for visiting hours. Other visitors are permitted only by special arrangements with the patient's nurse.

Pediatrics/Young Adults

Parents are permitted to visit anytime.
Other adult visitors 11:00 am-8:00 pm.

Addiction Treatment Program

Monday: No visitors

Tuesday-Friday: Visiting hours are from 7:00-8:00 pm

Saturday-Sunday: 2:00-8:00 pm

Activities are mandatory for patients during visiting hours.
Visitors may accompany patients on weekends only.

Psychiatric Treatment Program

Monday, Wednesday and Thursday: 5:00-6:30 pm

Tuesday and Friday: 5:00 pm-7:30 pm



Hemodialysis

Visitors permitted only by special arrangements with nursing staff.

Post Anesthesia Care Unit (PACU)

Visitors permitted only by special arrangements with nursing staff.

Oncology

Unrestricted for family members; from 11:00 am-8:00 pm for all other visitors.



PATIENT SELF-DETERMINATION: WHAT IT MEANS

In 1990, Congress passed the Patient Self-Determination Act. It requires health care institutions to tell patients and the people in their communities about their rights under Virginia Law to make decisions about their medical care. These rights include the right to accept or refuse care and the right to make advance directives about their care.

An Advance Directive is a document that states your medical treatment choices or designates someone (who knows and respects your wishes) to make those choices for you if you become unable to do so.

A Living Will allows you to stipulate the kind of care you would want if you were to become terminally ill and required life-prolonging procedures.

A Durable Medical Power of Attorney for Health Care allows you to designate someone to make treatment choices for you.

If you would like assistance in completing a Medical Power of Attorney or a Living Will, please speak to your nurse. In addition, the Chaplain or Patient Advocate can assist you with an Advance Directive.



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Statement of Patient Rights and Responsibilities

The primary concern of Virginia Hospital Center is to care for each patient and to help return him or her to optimum health as quickly as possible.

This commitment is made with the recognition that each patient is an individual, who is to be treated with dignity, and who, as a patient in this Hospital, regardless of prognosis, has certain rights and responsibilities.

These rights apply to neonates, children, adolescents, and their parents or guardian, as well as adults.

The following statements of Patient Rights and Responsibilities have been approved by the Board of Trustees and by the Executive Committee of the Medical Staff of Virginia Hospital Center.

These statements of Patient Rights and Responsibilities cannot be regarded as complete coverage of all said rights and responsibilities.

If a patient has questions or expresses the feeling that he/she has been denied any of these rights, the patient has the right to bring this to the attention of his or her physician, nurse, patient representative, or the administrator on call. This Bill of Rights is to be distributed to patients via the Patient Guide located in each patient room.



THE PATIENT BILL OF RIGHTS AT VIRGINIA HOSPITAL CENTER

Your Right to Quality Care

- A. You have the right to quality care delivered by professional people who have met all pertinent requirements.
- B. You have the right to know that your Hospital care is assured by the expertise and other requirements demanded of the medical and supporting staff and other personnel serving this acute care facility.
- C. You have the right to appropriate management of pain.
- D. You have the right to safe care that is delivered in a facility that complies with rigid safety standards. You have the right to know what measures are taken to ensure your safety such as disaster drills, fire drills, and inspections.
- E. You have the right to complain about the quality of your care and to have your complaint resolved, if possible.
- F. You or your representative have the right to discuss ethical issues that arise in your care. This may be done by referral to the Bioethics Committee. The purpose of the Bioethics Committee is to facilitate discussion and conflict resolution of bioethical issues and act in an advisory capacity to formulate options.

Your Right to Information

- A. You have the right to ask your physician for current information in understandable terms concerning your diagnosis, treatment and anticipated outcome.
- B. Your guardian, next of kin, or legally authorized responsible person has the right to exercise, to the extent permitted by law, your rights if you have been declared incompetent in accordance with the law; are found by your physician to be medically incapable of understanding the proposed treatment or procedure; are unable to communicate your wishes regarding treatment; or are a minor.
- C. You have the right to know names, positions, titles, and professional relationships of all persons caring for you.



Your Right to Recognition and Personal Dignity

- A. You have the right to be treated with respect and consideration at all times.
- B. You have the right to quality care regardless of race, color, religion, national origin, sex, or source of payment.
- C. You have the right to be addressed by your preferred name without undue familiarity.
- D. You have the right to a reasonable response to your request for treatment and services.
- E. You have the right to be acknowledged as an individual with personal value and belief systems. You have a right to exercise cultural and spiritual beliefs that do not interfere with the well being of others or your planned course of medical therapy.
- F. You have the right to freedom from restraints used in the provision of acute medical/surgical care unless clinically indicated.
- G. You have the right to freedom from seclusion and restraints used for the management of behavior unless clinically indicated.

Your Right to Privacy

- A. You have the right to reasonable privacy when answering personal questions or undergoing physical exams.
- B. You have the right to personal privacy and confidentiality.

Your Right to Make Decisions About Your Health Care Program

- A. You have the right to sufficient information to enable you to give informed consent prior to the start of any procedure and/or treatment.
- B. You have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of your refusal.
- C. You have the right to identification and appropriate treatment of primary and secondary symptoms that can respond to treatment regardless of prognosis if treatment is so desired.



- D. You have the right to leave the Hospital against medical advice to the extent permitted by law. If you leave the Hospital against advice, neither the Hospital nor your doctor will be responsible for any harm to you or to others as a result of this action.
- E. You have the right to information on the various educational or experimental programs that relate to your care. You may refuse participation in any part of these programs by speaking with the physician responsible for your care. Your decision will in no way prejudice your medical treatment.
- F. You have the right to donate your body (kidney, eyes, etc.) for transplantation or research.
- G. You have the right to prepare a Living Will and/or a Durable Power of Attorney for Health Care. You have the right to appoint another person to make health care decisions for you.

Your Right to an Explanation of Your Bill

You have the right to information about your Hospital bill. (The Medicaid program does not allow the provider to furnish a copy of the bill to the patient.) You have the right to inquire about financial assistance in paying your bill. You have the right to inquire about help in filing your insurance forms.

Patient Responsibilities at Virginia Hospital Center

- A. You have the responsibility to cooperate with all Hospital personnel caring for you. You have the responsibility to ask questions if you do not understand directions that are given to you.
- B. You have the responsibility to be considerate of other patients and to see that your visitors are considerate as well, with reference to noise and number of visitors.
- C. You have the responsibility to be respectful of others, of other people's property, and of the Hospital's property.
- D. You have the responsibility to abide by Hospital rules and regulations.
- E. You have the responsibility for prompt payment of your Hospital bills, to provide the information necessary for insurance processing, and to be prompt about asking questions you may have concerning your bill.



- F. When you leave the Hospital, you have the responsibility to maintain the treatment recommended and to notify your doctor of any changes.
- G. As a patient you are not permitted to smoke anywhere in the Hospital without a physician's written order. Only patients in Psychiatric and Addiction Services may smoke in designated areas on their unit with a specific doctor's written order.
- H. You are responsible for any of your personal items that you do not put in the Hospital safe for safekeeping. These items may include, but are not limited to, eyeglasses, hearing aides, dentures, money, jewelry or items of personal value.
- I. You must disclose to Hospital physicians all medications you are taking.
- J. You may not have in your possession any medication or drug without your physician's approval. This must be stated in a physician's written order.
- K. If you wish to change doctors, it is your responsibility to obtain a new physician and to notify your present physician of that intention.
- L. You have the responsibility to furnish the Hospital and your physician with a copy of any existing Advance Directives (Living Will, Durable Power of Attorney for Health Care).



YOUR CARE TEAM

Virginia Hospital Center has a complete team of physicians, nurses, and other personnel to supervise your Hospital care and prescribe necessary treatments, medications and services.

A nursing team under the leadership of a registered nurse will provide much of your care. If you have any questions about your nursing care, please do not hesitate to ask your nurse. If your nurse is unable to answer your questions, every unit has a Patient Care Director (head nurse) who manages overall care. Please contact your Patient Care Director if you require additional information.



YOUR STAY

Parking your Car

When you arrive at the Hospital, please park your car in the visitor's lot. If you will be leaving your car overnight, please tell the Admitting Clerk your car's make, color, license plate number, and location.

Discounted visitor parking passes are available from the cashier for \$15 weekly. The Hospital has several parking locations for your convenience.

1635 Building (Outpatient Surgery)

Enter off N. George Mason Drive and turn right into the surface parking lot in front of Building 1635. An underground-enclosed parking garage is available if additional parking is needed.

1715 Medical Office Building

Enter off N. George Mason Drive towards the Emergency entrance. Drive past the Emergency Department, the parking garage is on your left.

Handicapped Parking

Available in both parking garages, in front of Cardiopulmonary Rehabilitation (beside the Emergency Department) and parallel to N. George Mason Drive entrance directly in front of the Hospital's main entrance.



Accommodations

Room assignments are made according to medical requirements and patient procedures. If we are unable to provide you with your preferred accommodations, we will transfer you to your desired room if it becomes available. If you request a private room, please remember that you will have to pay the difference between the semi-private and private room charges.

In all rooms, closets and bedside tables are provided for personal belongings. Some small items will fit inside your over-the-bed table. You will find switches for lights, cable television, and a nurse call system located near your bed. Your nurse will show you how to use these.

Your room is equipped with a direct dial telephone. For instructions on using the telephone, see Quick Telephone Reference Guide (page 4).

Patients in Intensive Care do not have personal telephones and normally may not receive calls. However, if permitted, portable telephones are available for patient use.

In addition to our standard private rooms, the Hospital offers deluxe private accommodations on the fourth floor that include distinctive furnishings and extra amenities. If you would like to stay in one of these deluxe rooms, please notify your nurse.

Maternity patients may request an upgraded room on the Ob/Gyn unit. The additional charge for these rooms is above what most insurance carriers will pay. You may call the Admitting Department at extension 6114 for information.

Your Mail and Flowers

Mail is delivered to nursing units once each day. Any mail arriving after your discharge will be forwarded to your home. For outgoing mail, mail chutes are located throughout the Hospital. Please ask your nurse for the one nearest your room. Flowers are delivered daily as they arrive.



NUTRITION AND FOOD SERVICES

Room Service

Welcome to Virginia Hospital Center. During your stay you may use our new Room Service program to order your meals.

This is how the program works:

When you are taken to your room, your nurse will show you a menu, and will explain how to call for your food.

Between the hours of 7:00 am and 6:30 pm, when you decide you would like to eat, look over your menu, and dial extension 3463 (DINE) on your phone. Place your order. If you are on a modified diet, the person taking your order will assist you in meal selection.

Your food should be delivered to you within 45 minutes from the time you called.

If you would like to place your order ahead of time for your next meal, all you need to do is let the person taking your order know what time you would like your meal to be served. We will make every effort to deliver your meal at the time you request it.

If you are unable to place your own order there are a couple of different ways to make sure you get a meal.

A family member can call and place the order for you.

Our Patient Service Manager can come by and help you place your order. If you would like the Patient Service Manager to help you with ordering your meal, please let your nurse know.

If you do not place a meal order with us, a pre-selected meal will be sent to you. The pre-selected meals are prepared and sent at the following times:

BREAKFAST - 9:30 am

LUNCH - 1:45 pm

DINNER - 6:45 pm



Diabetic Patients: If you are a diabetic patient your meals will be delivered to you whether you order your meal or it is a pre-select, as follows:

BREAKFAST - 8:00 am - 8:15 am

LUNCH - 12:00 pm - 12:15 pm

DINNER - 6:00 pm - 6:15 pm

If, as a diabetic, you would like to order your meal, please place your order by the following times:

BREAKFAST - 7:15 am

LUNCH - 11:15 am

DINNER - 5:15 pm

If you experience any difficulties, please feel free to leave a message with the Patient Service Manager for food services, at extension 6620.

Nutrition Services

Guest meal trays for visitors are available. Requests for guest meals must be made through your nurse 24-hours in advance for a hot meal or at least two hours prior to mealtime for a cold meal. The cost will be charged to your bill because guest meals are not covered by your health insurance carrier.

Good nutrition is important to a speedy recovery, so registered dietitians are available to consult with you and assure that your nutritional needs are met. If you have questions or concerns about your diet, have your nurse contact the dietitian assigned to your floor.

Virginia Hospital Center Nutrition Consultation Center offers outpatient counseling for the management of obesity, elevated blood cholesterol, diabetes, hypertension, and other nutrition-related concerns. Call the Nutrition Consultant at extension 6811 for more information.



YOUR PRIVACY AND SAFETY

Staff at the Patient Information Desk in the Main Lobby will release only the following information to callers:

- Patient's room number
- Patient's direct telephone number

If you prefer to have this information withheld, please tell your nurse or the Admitting Clerk. (No information is given out on patients in Psychiatric and Addiction Services.)

For your safety all Hospital staff have been provided with a photo identification badge to help you recognize us.

FALLS PREVENTION PROGRAM

We know that some people admitted to the Hospital are susceptible to falls. Although in the vast majority of instances little or no injury occurs, patient falls may interrupt a normal recovery.

- Please let your nurse know about any falls you have had during the past year.
- Let the nurse know if you get up frequently during the day or night.
- Let the nurse know if you experience any difficulty walking.
- Keep all necessary belongings close by your bedside, within your reach (eye glasses, call bell, water pitcher, toiletries, etc).
- Sometimes during the night you may find that it is easier to use a bedside commode or a urinal rather than walking to the bathroom.

The hospital environment often alters daily routines, including meal times and sleeping patterns. If you do wake at night, take a moment to recall your surroundings, and do not hesitate to call for help. PLEASE call for assistance until you and your nurse agree that you can move about on your own.

Plan with your nurse to prevent falls. Remember, your safety is our goal.



Personal Electric Equipment

Personal equipment that requires the use of an electrical outlet is not permitted in the Hospital. Such items include (but are not limited to):

Hair dryers

Electric razors

Hot plates

Radios

Curling irons

Heating pads

Fans or space heaters

Remember, anything needing to be plugged into an electrical outlet is not permitted.

Electronic Devices

The use of cellular phones, laptop computers, and other electronic devices is not permitted inside the Hospital because they may interfere with the operation of certain medical equipment. All Hospital visitors should turn their cellular phones OFF.

Fire Drills

As required by law, fire drills and tests of the alarm system are conducted on a regular basis. In the event of a fire or drill, stay in your room (visitors should remain with you) until you are instructed to do otherwise. Fire department responses will be automatic, and our staff is trained to deal with emergency situations.



Smoking Policy

Virginia Hospital Center is committed to promoting good health. To best protect you from the effects of tobacco smoke, smoking by patients, visitors, employees, physicians, students, and volunteers is not permitted in any area of the Hospital.

Smoking is not permitted on Hospital grounds (including entrances), except in the designated smoking area. Only patients in Psychiatric and Addiction Services may smoke in designated areas on their unit with a written order from their physicians.

Your Valuables

When you were admitted, you signed a waiver saying that you would assume responsibility for all items you kept with you or chose not to put into the Hospital safe.

Hospital staff will make every attempt to assist you with safekeeping of your personal items, particularly those items necessary for daily living activities, including glasses, contact lenses, hearing aids, and dentures. However, the Hospital will not be responsible if loss occurs.

Following your discharge from the Hospital, Environmental Services is responsible for cleaning your room. They will check all drawers and closets for any valuables that may have been left in the room. If any items are found, the Environmental Services staff will place them in a clear plastic bag with your name, address and telephone number, and will turn them over to the Security Office staff who will contact you directly.



INFORMATION FOR YOUR VISITORS

Your family and friends play a big part in your recovery. They are welcome to visit, with a limit of two visitors at the same time. Children less than 12 years of age must be accompanied by an adult.

Visiting Hours (Please see the Visiting Hours Section on page 6)

Parking (Please refer to the Hospital Stay Section on page 11)

Refreshments/Meals

For our visitor's convenience, the Hospital cafeteria offers meals and snacks.

BREAKFAST	6:30 am-9:15 am
LUNCH	11:15 am-2:00 pm
DINNER	4:15 pm-7:00 pm
VENDING AREAS	Open 24-hours throughout the Hospital



ADDITIONAL SERVICES

Patient Advocate

A patient representative is available to help you with non-medical problems, questions, or concerns. Some of the services arranged by the patient representative include the following:

- Advance Directives
- Access to foreign language interpreters
- Access to interpretation services for hearing-impaired patients
- Access to resources for vision-impaired patients
- Assistance with resolving patient and family concerns and complaints
- Assistance with patient family care conferences between the family and the Bioethics medical team

A patient representative is available from 8:30 am to 5:00 pm Monday through Friday. To reach a representative, simply dial extension 6195 or “o” and ask the operator to page the patient representative. If you would like to leave a message during non-business hours, your request will be promptly answered the next working day.

The Quality Improvement Patient Hotline is a 24-hour service to report patient concerns as well as non-medical problems such as dietary, phone, room temperature, etc. To access this service, simply press the “Hotline” button on your patient telephone and the operator will assist you.

Discharge Planning

Our Discharge Planning staff is here to help you and your family with the adjustment to hospitalization and discharge. Discharge Planning begins when you are admitted to the Hospital. Discharge Planning staff can assist you with arrangements for home health services, equipment, transportation, and alternative living plans (such as finding a nursing home). Social workers can also provide emotional support during your Hospital stay.

To contact the Discharge Planning Department, call extension 6275, 8:30 am-5:00 pm, Monday through Friday.



Chaplain

The Hospital has a full-time chaplain on staff available to minister to patients and/or families upon request or to help you contact your own clergy. The chaplain may be reached by calling the Hospital operator or extension 6128.

A non-denominational chapel is located off the Main Lobby and is open 24-hours a day for those in need of a quiet place for reflection. A service is held on Sundays at 10:00 am and is televised on closed circuit TV (Channel 14).

Additional Services

Virginia Hospital Center is fortunate to have a strong Auxiliary and Hospital Volunteer In-Service Program. Our volunteers provide many services to patients and families that include:

- Admission and discharge wheelchair transportation
- Assistance with Information Desk duties
- Bookmobile Services
- Daily newspaper delivery (on request) **Please call extension 6100 if you would like a newspaper delivered to your room
- Gift Shop in Lobby (10:00 am to 8:00 pm Monday through Saturday; 1:30 to 5:30 pm on Sunday)
- Reception Services in Laboratory
- Liaison Services (for families of patients having surgery, or entering the Clinic or Emergency Department)
- Support of Cancer Resource Center
- Assistance in patient care areas

Your Discharge

Your doctor will decide when you can be discharged. Please make arrangements and plan to leave before our checkout time of 11:00 am.

Before you leave, your nurse will discuss discharge information will be discussed with you, including special instructions for your recovery at home. You may also receive a Guide to Recovery, which includes helpful resource information.



Please check your room carefully for your personal belongings. The Hospital will not be responsible for items left in patient rooms. If necessary, an escort can accompany you to the Main Lobby. If you are going home by car, your driver may use our pick-up lane in front of the Main Lobby. If you need a taxi, a direct telephone line to the Red Top Cab Company is available just outside the Main Lobby.

After you get home, you may be contacted by a polling organization asking you to participate in the Hospital's Patient Satisfaction Survey. Please take a few minutes and let us know how you rate the services you received at Virginia Hospital Center, so that we can continually improve our care.

Paying Your Hospital Bills

If you were admitted through our Emergency Department, a member of our Patient Financial Service Department may come to your room to collect insurance information that was not obtained when you were admitted.

Virginia Hospital Center depends upon your payments to maintain its quality services. Therefore, when you leave the Hospital, you will be asked to pay the amount of your bill not covered by insurance. This may include deductibles, co-payments, requested private room, guest trays, or any other services not covered by your insurance plan.

The Cashier's Window is open 8:00 am - 4:00 pm Monday through Saturday, and closed Sundays and holidays. A final bill will be sent to you about four days after discharge, which may include any charges that had not been recorded at the time of your discharge.

Checks and some credit cards (Visa, Master Card, American Express and Discover) are accepted.



While at the Cashier's Window, please remember to pick up any valuables that you may have stored in our safe. Only the patient or patient's official designee can sign for valuables.

If you plan to leave the Hospital at a time the Cashier's Window is not open, please ask your nurse to have your possessions brought to you ahead of time. Have your nurse call or you may call the Cashier's Window at extension 6138 no later than 4:00 pm. If this is not done, your nurse can contact Safety/Security to open the safe.

Our Business Office will bill your insurance company. The date your claim was sent will be noted on your final bill. Your Hospital insurance coverage is a contract between you and your insurance company. We will do everything we can to expedite your claim. Please remember that any amount not covered by your insurance is your responsibility.

In addition to your Hospital bill, you will receive separate billings from your attending physician, Emergency Department physician, radiologist, pathologist, anesthesiologist, or perinatologist, depending on the nature of your Hospital stay. These physicians are in private practice and are not employees of the Hospital; therefore, any questions regarding their bills should be referred to their respective offices.



YOUR MEDICAL RECORDS

You may have access to your medical records after discharge, when they are complete (subject to specific instructions by your attending physician and/or any legal constraints).

To obtain medical records you must sign a Release of Medical Information form. You will be charged the cost of reproducing copies of your records. It may take up to 14 days to process a copy of your medical records. If you wish to review your records, please call the Health Information Management Department at extension 6116 to make an appointment. You may access a Release of Medical Information form on the Hospital's Website, www.virginiahospitalcenter.com.

The Utilization Review Process

Federal health insurance plans and most private plans require review of the record of care you receive in an acute care Hospital setting to determine if your admission and continued stay is medically necessary.

Virginia Hospital Center's utilization review process is designed to minimize the cost of patient care by monitoring the use of the Hospital and its resources, primarily so that excess usage (and cost) is prevented.

Notification to Patients Regarding Data Collection by the Virginia Health Quality Center: Under federal law, healthcare services that may be paid for under the Medicare program are subject to review by authorized review organizations. These organizations must determine if the services are medically necessary, if the quality meets professionally recognized standards of health care, and are appropriately furnished in a Hospital or other health care institution.

The Virginia Health Quality Center has been designated



as the Peer Review Organization responsible for the overall review activity of Medicare patients in this Hospital. For review purposes, certain information about your stay will be collected and analyzed. Federal law requires that information acquired for review purposes shall remain confidential, with unauthorized disclosure punishable by criminal penalties. Under policies of the Virginia Health Quality Center, medical information identifiable to individual patients may not be disclosed for other than review purposes.

