



PATIENT & VISITOR INFORMATION GUIDE

1701 N. George Mason Drive
Arlington, Virginia 22205

703.558.5000 • www.virginiahospitalcenter.com



MAYO
CLINIC

CareNetwork
Member

Private Duty Nursing



America's Nursing, Inc. is a premier home health care company which is committed to providing superior home care services to clients in Northern Virginia. We pride ourselves on being able to provide exceptional care for seniors and individuals living with chronic and acute conditions, and to help them maintain their independence and quality of life through dignified, respectful, culturally sensitive and compassionate care. It is our promise that we will only render services according to the highest standards of excellence in home health.

Our Services:

- Skilled nursing
- Physical therapy
- Occupational therapy
- Speech therapy
- Home health aide
- Personal care
- Companion care
- Wound care
- Ostomy care
- In-home IV therapy
- Lymphedema therapy
- Chronic disease management

4216 Evergreen Lane
Suites 124 & 134
Annandale, VA 22003
(703) 998-8900

Private Duty Services:

- Personal care
- Companion care
- Errands
- Alzheimer's care
- Dementia care
- **Medicare Certified**
- **Medicaid Certified**
 - **Personal Care**
 - **Respite Care**
 - **Consumer-Directed**



**We assist/speak in
Spanish and Farsi.**



[www.Facebook.com/
AmericasNursingInc](http://www.Facebook.com/AmericasNursingInc)



www.AmericasNursing.com



Changing Lives, Every Day

Skilled Services:

- Registered Nurses
- Physical Therapy
- Occupational Therapy
- Speech-Language Pathologists
- Medical Social Services

Non-Skilled Services:

- Home Health Aides
- Certified Nursing Assistants
- Companion Care
- Personal Care



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Healthcare Services

Great Service Starts With A Good Heart!



703-256-4920
goodhearthealthcare.com

Serving Northern Virginia
Medicare and Medicaid Certified
Licensed, Bonded & Insured

Cavalier
HOME HEALTHCARE



CAVALIER HOME HEALTHCARE



Services:

- Skilled Nursing
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Medical Social Worker
- Home Health Aide



Medicare Certified • ACHC Accredited

CONTACT US 24/7
703-872-7520
www.cavalierhomehealth.com

WELCOME

On behalf of our Board of Directors, volunteers and staff, welcome to Virginia Hospital Center. We are a not-for-profit Hospital committed to providing state-of-the-art medical care with courtesy, respect and compassion. Thank you for entrusting us with your care.

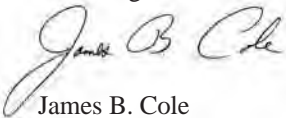
I am honored to share that Virginia Hospital Center is a proud member of the Mayo Clinic Care Network—a national network of healthcare organizations serving patients and families close to home. As a patient in this Hospital, you have access not only to our advanced medical expertise, but also to the knowledge and experience of world-renowned Mayo Clinic specialists. No other health system in the Washington, DC metropolitan area offers you the benefits of this unique physician collaboration.

We want you to be comfortable and confident during your Hospital stay. Please use this Information Guide to learn more about Virginia Hospital Center and the services we offer. You are the most important member of your healthcare team, and we urge you to take an active role in your care. Don't hesitate to speak up and ask your doctors and nurses questions. They are here to help you.

Our goal is to ensure that you are very satisfied with your medical care. If at any time we do not meet that expectation, please press the red "Patient Hotline" button found on the telephone in your room, or dial ext. 6880.

Thank you for choosing Virginia Hospital Center for your healthcare needs.

Warm regards,



James B. Cole
President & CEO
Virginia Hospital Center



HOSPITAL TELEPHONE DIRECTORY

- If visitors want to contact you, they should call 703.717.7 plus your room number.
- When dialing a Hospital extension while inside the Hospital, dial only the last four digits of the phone number.
- The area code for all numbers is 703.

<u>Department</u>	<u>Phone Number</u>
Hospital Operator	Dial 0
Admitting	558.6112
Case Management	558.6275
Cashier	558.6138
Chaplain	558.6128
Clinical Nutrition (specific diets for inpatients only)	558.5431
Gift Shop	558.6348
Insurance Verification	558.6227
Lost & Found	558.5212
Medical Records	558.6116
Outpatient Pharmacy	717.7750
Outpatient Clinical Nutrition (consult or diabetes program)	558.6811
Patient Financial Services	558.6534
Patient Information	558.6100
Patient Representative	558.6195
Quality Improvement Hotline	Press "Hotline" button
Room Service Dine Line (to order your food)	ext. 3463

HOW TO USE THE TELEPHONE IN YOUR ROOM

Hospital Operator

Dial 0

Local Calls

Dial 9 plus the 10-digit telephone number

Long Distance Operator Assisted

Dial 9, then 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 instruction.

Quality Improvement Hotline

Press Hotline button **

Adjust Volume

Press volume button

Stop Incoming Calls

Press the DND (Do Not Disturb) button. The button's light will come on. To clear it, press the button again, and calls then can be received.

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

TV CHANNEL GUIDE

2 WGN	36 TNT
3 WDCW-50	38 A&E
4 NBC	41 TCM
5 FOX	42 TV Land
7 ABC	43 Nickelodeon
8 News Channel - TBD	44 Disney
9 CBS (WUSA)	46 Animal Planet
10 CSN-Comcast Sports Net	47 TLC (The Learning Channel)
11 ESPN	48 Discovery
12 ESPN2	49 OWN (Oprah)
13 USA	50 Lifetime
14 Univision	51 Syfy
16 Telemundo	52 HGTV (Home & Garden)
17 WPXW-Ion	53 TV One
18 Freeform	54 Food Network
20 WDCA-My Network	56 E!
24 In-House Broadcasts	57 VH1
25 VHC Chapel Broadcast	59 MTV
26 WETA (PBS)	60 BET
27 C-SPAN	61 Comedy Central
28 Headline News - Comcast	62 MASN Sports
29 CNN	63 Speed Channel
30 MSNBC	64 Versus
31 CNBC	65 Golf Channel
32 Fox News	67 Travel Channel
33 FX	69 Local
34 Spike TV	70 Inspirational
35 TBS	72 Weather Channel
39 Bravo	73 Sprout

ABOUT OUR HOSPITAL

Established in 1944, Virginia Hospital Center is a 394-bed, acute care facility, providing sophisticated medical services to the Washington, DC metropolitan area. The Hospital offers comprehensive healthcare using life-saving technology. With an exceptional medical staff of over 1,000 physicians and superior nursing care, Virginia Hospital Center has Centers of Excellence including Bariatric Surgery, The Reinsch Pierce Family Center for Breast Health, Cardiology & Cardiovascular Surgery, Advanced Inpatient Diabetes Program, Emergency Services, Neuroscience/Stroke, Orthopedics (Total Joint Replacement Services), Palliative Care, The Hitt Family Center for Radiation Oncology, Inpatient Rehabilitation, Urology, Women & Infant Health, and Wound Healing & Hyperbaric Medicine. Growing service lines include Executive Health and the only Lung Cancer Center in Northern Virginia. Virginia Hospital Center is a teaching Hospital, long associated with Georgetown University's School of Medicine.

We are committed to personalized patient service and excellent medicine. Each of the Hospital's units use state-of-the-art equipment to provide quality medical care. The Hospital is a not-for-profit organization accredited by The Joint Commission (JC) and licensed by the Commonwealth of Virginia Department of Health.

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.

Virginia Hospital Center is a proud member of the Mayo Clinic Care Network

What is Mayo Clinic Care Network?

The Mayo Clinic Care Network is a collaboration between Mayo Clinic and other healthcare organizations. Established in 2011, the Mayo Clinic Care Network consists of healthcare organizations that share a goal of improving the delivery of healthcare in their communities. Through this network, your healthcare team here at Virginia Hospital Center has easy access to Mayo Clinic's knowledge and expertise. Network members have a close working relationship with Mayo Clinic. They can use electronic reference and collaboration tools that connect them directly to Mayo Clinic specialists, as well as Mayo's latest research and treatment recommendations.

What does this mean for me as a patient?

As part of Mayo Clinic Care Network, your healthcare providers can consult with specialists at Mayo Clinic through several unique electronic tools. These tools offer a connection to Mayo Clinic that allows your providers to get input on patient care when they believe it would be helpful.

What kind of electronic tools does the network use?

Mayo Clinic Care Network members have several electronic tools they can use to collaborate with Mayo Clinic:

- AskMayoExpert is an online resource developed by Mayo Clinic physicians to offer point-of-care information on disease management, care guidelines, treatment recommendations and reference materials for a variety of medical conditions.
- eConsults allow your healthcare provider to connect directly with a Mayo Clinic specialist to get input on complex care.
- eTumor Boards allow physicians to present and discuss management of complex cancer cases with a Mayo Clinic multidisciplinary panel.

Are my medical records safe when you use these tools?

Yes. Patient privacy is a priority, and we have safeguards in place to protect your health information. Anything shared with Mayo Clinic related to patient care is sent through a secure electronic connection and remains confidential.

Does Mayo Clinic own members of the Mayo Clinic Care Network?

No. Members of Mayo Clinic Care Network are not part of Mayo Clinic. They remain independent and locally owned and controlled. The purpose of the network is to connect members with Mayo Clinic so they can work together to provide the best possible care when and where patients need it.

Will I see a Mayo Clinic doctor?

Mayo Clinic doctors do not schedule appointments with patients through the Mayo Clinic Care Network. The connection is between Virginia Hospital Center's healthcare providers and the specialists at Mayo Clinic. As they work together, you'll benefit from access to the latest medical expertise close to home.

What does it cost me if my doctor works with Mayo Clinic on my care?

There is no cost to you when your healthcare provider uses the Mayo Clinic Care Network resources.

Can I request an eConsult with Mayo Clinic?

Your healthcare providers use eConsults to get input from Mayo Clinic specialists when they believe it would be helpful. If you have questions about your care, talk with your healthcare provider.

Does this mean I'll never need to go to Mayo Clinic?

You still may need to travel for specialty care that isn't available in your area. But by sharing medical expertise through the Mayo Clinic Care Network, the goal is that you will stay closer to home for your care whenever possible.

About Mayo Clinic: Continuing a tradition of teamwork

The hallmark of Mayo Clinic is teamwork. Mayo's approach to healthcare has been rooted in the idea that the best patient care is achieved when experts from a variety of medical specialties can work together, focused on the patient.

Now, through the Mayo Clinic Care Network, Mayo Clinic is extending that style of collaborative care to more people in more places.

The network allows Mayo Clinic to develop deeper, stronger relationships with like-minded organizations. It gives healthcare providers at network sites new tools and resources in specialty areas where Mayo Clinic's knowledge and expertise may be helpful, so patients are ensured the finest care while staying close to home.

Virginia Hospital Center services and specialties include:

- Acute Hemodialysis
- Acute Pulmonary Rehabilitation, Pulmonary Special Procedures and Respiratory Therapy
- Acute Stroke Unit
- Bariatric Surgery (weight loss surgery)
- Behavioral Health Unit
- The Reinsch Pierce Family Center for Breast Health – National Accreditation Program for Breast Centers (NAPBC)
- Cardiology and Cardiac, Vascular & Thoracic Surgery supported by the Louise Sands Olmsted Cardiac Cath Labs, an Electrophysiology Lab, a Cardiovascular Intensive Care Unit, an Intermediate Cardiac Care Unit, Cardiorespiratory Outpatient Services, EKG/EEG and Cardiovascular Rehabilitation
- Center for Pelvic Floor Disorders
- Colorectal Surgery (medical and surgical treatment of diseases and disorders of the colon, rectum and anus)
- Diabetes Care
- Emergency Department (24-hour)
- General Surgery (advanced digestive surgery, hernia surgery, endocrine surgery)
- Health Promotion (community health, education and wellness)
- Heartburn Center
- Hernia Program
- Intensive Care Unit
- Laboratory Services
- Neurosurgery
- The Robert E. Lee Inpatient Oncology Unit

- The Rose Benté Lee Ostapenko Outpatient Oncology Center including The Hitt Family Center for Radiation Oncology, CyberKnife® the Cancer Resource Center and Outpatient Infusion
- Orthopedics specializing in Sports Medicine and Total Joint Replacements – Hip & Knee Center of Excellence
- Outpatient Clinics
- Outpatient Nutrition Consultation Services
- Palliative Care Services
- Pastoral Care/Chaplaincy
- Physical Medicine and Rehabilitation Department including Physical Therapy, Occupational Therapy, Speech Therapy, and Lymphedema Care for Inpatients and Outpatients
- Radiology & Diagnostic Imaging including CT, MRI, Ultrasound, X-Ray, Interventional Radiology, Nuclear Medicine and Digital Mammography
- Recovery & Wellness Unit providing Substance Abuse Treatment for Adult Patients
- Senior Health & Lifeline
- Virginia Hospital Center Urgent Care
- Urogynecology & Pelvic Surgery
- Urology (urologic oncology, male infertility, minimally invasive surgery and robot-assisted laparoscopy)
- Women & Infant Health including a Women’s Imaging Center, Labor & Delivery Suites, The Marjorie Sands Neonatal Intensive Care Unit, Nursery and Pediatrics
- Wound Healing & Hyperbaric Medicine

YOUR HOSPITAL STAY

Admissions

Virginia Hospital Center provides inpatient and outpatient care and services on a nondiscriminatory basis. All patients being admitted will receive medical services without discrimination based on age, religion, national origin, sex, sexual preference, handicap, diagnosis, ability to pay or source of payment.

Upon arrival at the Hospital, an admitting representative will assist you with the authorization forms and verification of your insurance coverage, all of which is necessary for your Hospital record. Many insurance companies require pre-admission certification.

You will be given an ID wristband at time of admittance that must be worn at all times. The ID band provides positive identification to all those who serve you and acts as a safeguard for your protection. You then will be taken to your room or directed to the department that is expecting you. Please note that minors must be accompanied by a parent or legal guardian.

Financial Forms

The financial forms that you are asked to fill out are very important; they allow Virginia Hospital Center to bill your insurance carrier directly. They also show your agreement to be financially responsible for any treatment or services you may receive that are not covered by your insurance, to provide for the release of information to third-party payers and state/federal agencies, as required. Many insurance companies require you to pay all or a portion of the Hospital bill including deductibles. Deductibles and co-payments are expected to be paid at the time of registration. Virginia Hospital Center has patient financial counselors, who may contact you during your Hospital stay and discuss your individual financial liability.

The Hospital accepts cash, money orders, checks, credit cards and debit cards as payment for services rendered. If you are unable to make payment in full, the Hospital will work with you to arrange a payment schedule.

Financial assistance may be available to patients with little or no income. These funds are available for Hospital services only. If you feel you may qualify for this assistance, please contact the Patient Financial Services Department at 703.558.6534, or visit www.virginiahospitalcenter.com/fap to view a plain language summary and financial policies.

Authorization/Consent to Treat Form

When you are admitted, you will be asked to sign an authorization form, giving us permission to perform routine care. If you are too ill to sign or the patient is a minor, we will ask the appropriate guarantor or the individual who holds your power of attorney to sign. Of course, in an extreme emergency, in order to protect the patient and to provide the best possible care, we may have to proceed without permission. We want you to feel confident and very satisfied about the care you receive, so please feel free to ask questions. We will be happy to take the time to explain.

Patient Valuables

All patient valuables should be sent home. The Hospital is not responsible for any patient valuables unless they have been locked in our Hospital safe upon admission.

Valuables include clothing, eyeglasses, hearing aids, dentures, jewelry, electronic devices and cash.

When being discharged, please ask your nurse to have your possessions brought to you ahead of time. Security will deliver the possessions and request the patient sign a release and accept the possessions.

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 ask your patient care director if you require additional information.

Accommodations

Room assignments are made according to medical requirements and patient procedures. In all rooms, closets and bedside tables are provided for personal belongings. Some small items will fit inside your over-the-bed table. If you need your eyeglasses, dentures or a hearing aid, please keep it in a labeled container. Dentures always should be placed in a denture cup. Do not leave dentures in tissue, a drinking cup or on your meal tray. The Hospital is not responsible for lost items.

You will find switches for lights and cable television located together with the nurse call system attached to your bed. Your nurse will show you how to use these switches. In the event that we need to relocate you, every effort will be made to ensure that the transition is as smooth as possible. Your room is equipped with a direct-dial telephone. For instructions on using the telephone, see “How To Use The Telephone In Your Room” on page 3. Patients in Intensive Care do not have personal telephones and normally may not receive calls. However, if calls are permitted, portable telephones are available for patient use.

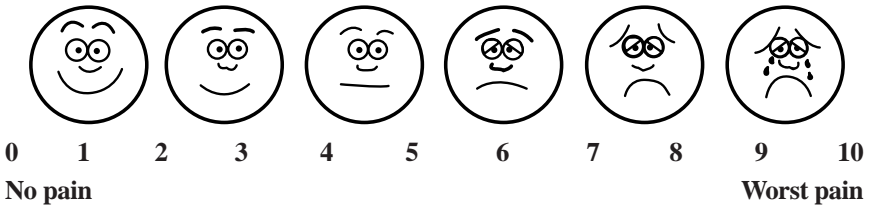
Pain Management

Pain is a common feeling, and it is different for each person. It can affect how you feel physically, mentally and emotionally. Only you know when you have pain and what it feels like. The staff at Virginia Hospital Center is committed to pain prevention, management and education. Tell your doctor or nurse when you have

pain. Your nurses and doctors also will ask you about your pain not only because they want you to be comfortable, but also because they want to know if something is wrong. Hospital staff and physicians are committed to doing everything they can to assist you with your pain.

Pain that does not go away, even after you take pain medication, may be an indication that there is a problem. You are the key to getting the best pain relief. Don't worry about being a bother; the doctors and nurses need to know about your pain. Ask for pain medication when pain first begins. Do not wait until you cannot stand it anymore.

You may be asked to rate your pain on a scale of 0 to 10 with 0 being no pain, 5 being moderate pain and 10 being the worst pain imaginable. Reporting your pain helps the doctors and nurses know how well your treatment is working and whether changes need to be made.



During your Hospital stay, you may be given new medicines. Hospital staff will explain the purpose of the new medicine and any possible side effects. If you are unclear or unsure about the explanation of any medication, ask for clarification.

Service Animals

The American Disabilities Act (ADA) requires that all businesses and organizations serving the public allow people with disabilities to have their service animal with them on-site. You may be asked if an animal is a service animal or what tasks the animal performs for the patient. The Hospital is not required to provide care, food, service or a special place for a service animal to relieve itself.

If a patient brings a service animal to the Hospital, the Hospital can request the following:

- Documentation of the service animal's current vaccinations
- A list of tasks the service animal performs for the patient
- A contact person who will be available 24 hours a day to care for the service animal

Animals can be removed from the Hospital if they are out of control and the owner does not take corrective action, or if the animal poses a direct threat to the health or safety of others.

COMMITMENT TO SAFETY

Patient Safety

At Virginia Hospital Center, we have several practices that provide a safe environment for our patients, which include, but are not limited to:

- ID verification of all patients before each procedure, lab draw or medication administration
- Handwashing or using hand sanitizer prior to and following all patient contact
- Pre-surgery site marking verification by you and your surgeon
- Time out for all invasive procedures, where the healthcare team pauses to confirm the right patient, right procedure and right site
- Medication review at admission and discharge so the patient knows which medications to continue taking at home

Speak Up: Taking an Active Role in Your Own Care

At Virginia Hospital Center, patient safety is our first priority. During your stay, you will meet many healthcare workers including doctors, nurses, case managers and dietitians. We require that all physicians and employees of the Hospital wear their ID badges to better help you recognize who is taking care of you.

Because you are the center of the healthcare team, we ask that you take an active role in your care. If you have any concern about a patient safety issue, please let your caregivers know. There are a few specific things you can do to help us serve you better.

- Tell your doctors and nurses as much as you can about your medical history. Let your healthcare team know about any allergies you may have to food or medicine.
- Tell your doctors and nurses about all medications you are taking including over-the-counter medicine, eye drops, herbs and vitamin supplements.
- Before you take a test or receive any medication, make sure your caregiver either checks your patient ID wristband or refers to you by name.
- If you are scheduled for an operation, make sure you know what type of surgery you are going to have done. Confirm the surgery with the doctor and/or those involved in prepping you.
- If you don't understand why you are taking certain medications, ask a member of your healthcare team. If you are given a new medication that you were not informed about, it's okay to ask for information. We are happy to provide it.
- All caregivers should be washing their hands or using hand sanitizer when they enter and exit your room to prevent infections. If they do not wash their hands, please speak up and ask them to wash their hands.

Patient- and Family-Initiated Rapid Response

Virginia Hospital Center encourages patients and their family members to be active participants in the care provided here. A Rapid Response Team is available to address urgent changes in the patient's medical condition. The Rapid Response Team is available 24 hours a day, seven days a week by dialing 2222 and notifying the operator of a life-threatening emergency.

Patient Confidentiality

Information about your medical condition is considered confidential. Friends and family members may call the Patient Information Desk at 703.558.6100 to obtain your room number and telephone number. Except where specifically authorized by state law, you have the right to determine the information the Hospital may release about you.

Infection Prevention

Most infections can be contained or prevented from spreading by using basic common sense and precautions, the most important of which is washing your hands. We ask everyone in the Hospital, including our patients and visitors, to practice good hand hygiene by cleaning their hands with a hand sanitizer or soap and water. Healthcare workers in our Hospital may wear gloves when caring for you to prevent body fluids from getting on their hands and to protect you. Staff also may wear protective eyewear and masks to prevent fluids from splashing on their faces or protect their faces from a patient who is coughing or sneezing. In preparation for flu season, Hospital staff receives a flu vaccine. For your safety, staff who are unable to receive the flu vaccine will wear a mask when administering your care during flu season. We may ask you to wear a mask if you are coughing or sneezing and have to sit in a waiting room.

We may place you on special precautions to prevent the spread of infection, and they are:

- Airborne precautions: requiring a fitted mask and gloves
- Droplet precautions: requiring a mask and gloves
- Contact precautions: requiring a gown and gloves

Also we may ask visitors, including friends or family members, to use these special precautions to protect everyone from possible infections.

We suggest that you discuss with your healthcare team, doctors and nurses the measures taken to prevent infections prior to procedures being performed, such as handwashing, care of your central line, care of your urinary catheter and care of your surgical wound.

Remember, cleaning your hands is the best way to prevent the spread of infections.

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

- 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 (eyeglasses, call system attached to your bed, water pitcher, toiletries, etc.).
- Sometimes during the night, you may find it easier to use a bedside commode or urinal rather than walking to the bathroom.

The Hospital environment often alters daily routines, including meal times and sleeping patterns. If you 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.

Patient Inquiries

Staff at the Patient Information desks in Lobby A and Lobby C 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 the admitting clerk or your nurse. (No information is given out on patients in Psychiatric & Addiction Services.) We support all federal privacy laws to maintain your confidentiality. For your safety, all Hospital staff wear a photo identification badge to help you recognize us.

Information for Families

When there are large families, we ask that the family designate one member to act as spokesperson. This person would be responsible for communicating with and updating the rest of the family and/or friends, and enables the nursing staff to spend more time caring for the patients in their unit rather than answering multiple phone calls.

ENVIRONMENTAL SAFETY

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: hairdryers, electric razors, hot plates, radios, curling irons, heating pads, fans or space heaters. Medical equipment that you need to bring to the Hospital must be checked by the Hospital's Biomedical Engineering Department before use.

Personal Belongings

Virginia Hospital Center reserves the right to search the personal belongings of patients and visitors, and all patient rooms and areas.

Electronic Devices

Cellphones are allowed in waiting areas and the Food Court. Cellphone use in patient care areas is restricted, as cellphones may interfere with the operation of certain medical equipment inside the Hospital.

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 a nonsmoking campus. The Hospital 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 prohibited in any area of the Hospital or on the Hospital grounds, including all entrances. Smokers are asked to walk off the Hospital's property and onto the sidewalks by the street to smoke.

Housekeeping Services

Our staff is here to ensure the cleanliness of your room and bathroom, and to fulfill your housekeeping requests. For assistance, please contact ext. 6466 or use the red hotline button on the phone in your room to report a concern.

PATIENT ADVOCACY

Patient Relations

The Department of Patient Relations is open Monday through Friday from 8:30 am to 5:00 pm. A patient representative (patient advocate) can be reached by calling ext. 6195 or by emailing patientrelations@virginiahospitalcenter.com. If you leave a message after hours, your request will be promptly answered the next

working day. After hours, an administrative nursing supervisor is on duty to assist with concerns and issues as they occur and can be reached by calling 703.558.5000.

The department facilitates communication across disciplines and assists with many services that include, but are not limited to:

- Advance directives
- Interpretive services
- Assistance with resolving patient and family concerns and complaints

The Quality Improvement Hotline is a 24-hour service that is used to report patient care concerns, as well as non-medical problems with food, phone, room temperature, etc. To access this service, simply press the red hotline button on your room's telephone and the operator will assist you.

INTERPRETIVE SERVICES

Virginia Hospital Center is proud to offer a variety of language services to facilitate high-quality communication. These include services for patients and companions who are deaf or hard of hearing, blind or vision impaired, or speak a language other than English. To request these services, ask any employee or call the Hospital operator or patient relations department. Some of the resources offered include:

Foreign Language Interpretation

- Telephone interpreters
- Video interpreters
- In-house medical interpreters
- On-call medical interpreters
- Written translation as necessary

Services for the Visually Impaired

- Braille telephones
- Audiocassettes of discharge instructions upon request
- Soft-touch Braille devices

Services for the Hearing Impaired

- In-house telecommunication services for the deaf (TDD phones)
- On-call Sign Language interpretation
- Virginia Relay Center for access to TTY/TDD
- Volume-controlled telephones
- Video interpreters
- Closed-captioned televisions

CASE MANAGEMENT SERVICES

Discharge Planning

Our case managers are here for discharge planning to help you and your family with the transition from the Hospital to your home. Discharge planning begins when you are admitted to the Hospital. Case managers can assist you with arrangements for home health services, equipment, transportation and alternative living plans (such as finding a nursing home). Social workers also can provide emotional support and community resource information during your Hospital stay.

To contact the Case Management Department, call ext. 6275 between 8:30 am and 5:00 pm, Monday through Friday.

Crisis Link 24-Hr. No. Va. Hotline: 703.527.2811

Mental Health Emergency—Arlington: 703.228.5160

Postpartum Depression Support Group: 703.536.9469

Lifeline Personal Emergency Response System: 703.558.6859

Discharge Information

Your doctor will decide when you are ready for discharge. The Hospital's checkout time is 11:00 am. Please make transportation arrangements to accommodate the 11:00 am checkout time.

Before you are discharged, your nurse and/or case manager will discuss discharge information with you, including special instructions for your recovery at home. Generally, they will ask if you have the help you need at home when you are discharged from the Hospital. If you need assistance at home, your nurse or case manager will arrange help for you. You also will be given written instructions upon discharge on how to care for yourself at home. We want you to be very satisfied with your stay and rate Virginia Hospital Center as the best Hospital where you can receive care. If you are not satisfied with your stay, we encourage you to speak up. It is our goal to address your issues and resolve them during your hospitalization.

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

After you return home, you may be contacted by a registered nurse and/or 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 we can continue to enhance and improve the care we provide our patients.

PATIENT RIGHTS AND RESPONSIBILITIES

What is an Advance Directive?

An advance directive is a set of directions you give about the healthcare you want if you lose the ability to make the decisions for yourself. An advance directive can include all or any of the following:

1. Health Care Power of Attorney (durable healthcare power of attorney)
2. Living Will (decisions about your healthcare and end-of-life care)
3. Advance Mental Health Decisions (decisions that you make with your doctor about future mental health admissions and treatment)

Virginia Hospital Center offers an advance directive form as a service to our patients. Ask your nurse for a form, and discuss your wishes with your family or loved ones. If you need assistance, call the chaplain or a patient representative.

Advance directives do not apply to non-therapeutic sterilization, abortion, psychosurgery, nor do they override statutes authorizing emergency custody, temporary detention, involuntary admission or mandatory outpatient treatments (Code of Virginia § 54.1-2983.3). It is the responsibility of the attending physician and anesthesiologist to determine if a patient's DNR is going to be honored prior to their surgical procedure and inform the patient and/or healthcare agent or surrogate decision-maker.

Statement of Patient Rights and Responsibilities

At Virginia Hospital Center, we pledge to treat each patient with dignity, respect and compassion. We recognize that all patients have fundamental rights. As early as possible in the care process, we will inform patients of their rights and are committed to honoring those rights throughout a patient's stay at Virginia Hospital Center. Likewise, we have a right to expect reasonable and responsible behavior from patients, their families, representatives and friends. During your stay, we encourage you to ask questions, be proactive and take an active part in your care plan. If you have questions or concerns, please discuss them with your doctor or any staff member, or contact the Hospital's Patient Relations Department (703.558.6195) or the administrative nursing supervisor (703.558.5000).

The following summary of rights and responsibilities serves as the foundation for our partnership with you and your family (and/or representative) as we collaborate on your healthcare.

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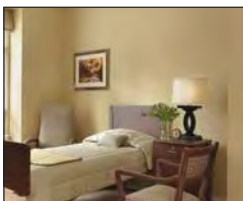
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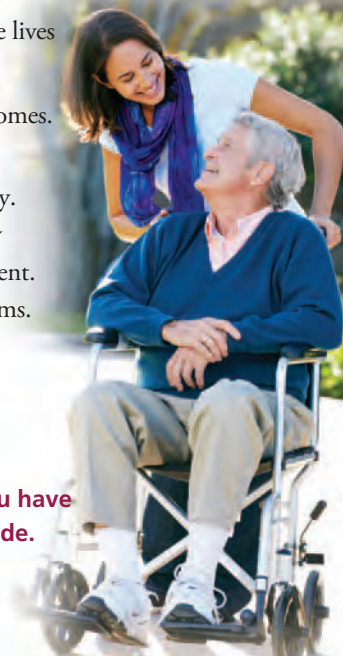
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The Patient has the right:

Safety

- To receive care in a safe setting
- To be free from mental, physical, sexual and verbal abuse, neglect, exploitation, harassment or corporal punishment
- To be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience or retaliation by staff (Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member or others, and must be discontinued at the earliest possible time.)
- To safe implementation of restraint or seclusion by trained staff
- To prompt resolution of grievances
- To access protective and advocacy services
- To be informed of unanticipated outcomes of her or his care

Respect and Dignity

- To every consideration for her or his privacy
- To the confidentiality of her or his identifiable health information
- To receive visitors designated by the patient, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend (this includes the patient's right to withdraw or deny such consent at any time)
- To be informed of the Hospital's practice that allows for the presence of a support individual unless it interferes with the rights of others, or is not recommended for medical reasons
- To respectful medical and nursing care that recognizes personal dignity, diversity and religious or other spiritual preference, and that is administered regardless of ability to pay

Consent

- To give informed consent prior to care and treatment, except for emergencies
- To say "yes" or "no" to experimental treatments and to be advised when a physician is considering her or him to be part of a medical research or donor program
- To appoint someone else to make decisions for her or him if she or he becomes unable to do so, and have that person approve or refuse care, treatment or services

Quality Care and Pain Management

- To participate in the development and implementation of her or his plan of care
- To have pain assessed and managed appropriately
- To be told what she or he needs to know about her or his health condition upon Hospital discharge
- To emergency care and procedures, which are implemented without unnecessary delay
- To receive care regardless of age, race, color, national origin, culture, ethnicity,

language, socioeconomic status, religion, physical or mental disability, sex, sexual orientation, gender identity or expression, or manner of payment

- To quality care from competent professionals
- To care provided 24 hours a day, seven days a week, by credentialed medical professionals
- To have a family member, representative of choice and physician to be notified of her or his admission
- To knowingly refuse any drugs, treatments or services
- To ask for a change of provider or second opinion
- To request that ethical issues related to her or his care be referred to the Bioethics Committee for discussion

Information

- To make advance directives (such as living will and durable power of attorney for healthcare) and have them followed (For more information on the Code of Virginia regulations on when advance directives do not apply and Virginia Hospital Center limitations, please see pages 18 and 19 of this guide)
- To receive information in understandable terms concerning diagnosis, treatment and anticipated outcomes
- To make informed decisions regarding care, including being informed of health status, being involved in care planning and treatment, and being able to request or refuse treatment
- To know the names and professional titles of her or his caregivers
- To know the rules regulating her or his care and conduct
- To access information contained in her or his medical records within a reasonable time frame
- To know that Virginia Hospital Center is a teaching Hospital and that some caregivers may be in training
- To ask caregivers if they are in training
- To have her or his wishes followed concerning organ donation, when she or he makes such wishes known in accordance with law and regulations
- To have bills explained and receive information about charges that she or he may be responsible for
- To inquire about financial assistance in paying her or his Hospital bill and help in filing her or his insurance forms

Communication

- To effective communication
- To an interpreter and/or interpretive devices, for patient or patient representative, when English is not spoken or is not the patient's preferred language
- To have access to Sign Language and oral interpreters, and assistive telecommunication devices, if needed

As a patient at Virginia Hospital Center, you have the responsibility to:

- Cooperate with caregivers and ask questions if you don't understand
- Inform staff about the medicines you are taking
- Be respectful and considerate of others
- Safeguard your personal items you choose to bring with you
- Maintain your recommended treatment
- Abide by Hospital rules, including no smoking on the Hospital campus
- Provide a copy of your advance directive
- Provide for prompt payment of your bill

Addressing Complaints or Grievances

If you or your representative has a complaint or grievance about any aspect of your care at Virginia Hospital Center, we urge you to let us know so we can resolve it promptly. This reporting will in no way negatively impact your care. We consider your comments opportunities for us to improve care and service.

To address complaints or grievances, you can:

- Speak to your physician, nurse and/or caregiver
- Speak to the manager of the department where your concern(s) arose
- Speak to the administrative nursing supervisor or the administrator on call (703.558.5000)
- Speak to the Patient Relations Department (703.558.6195) or write to:
Patient Relations Department
1701 N. George Mason Dr.
Arlington, VA 22205
Email: patientrelations@virginiahospitalcenter.com

Once a complaint or grievance is received and assessed, Patient Relations will inform the appropriate staff and establish a contact person for the patient, family or representative. Patient Relations (patient advocate) will respond to you within seven days.

If your grievance cannot be resolved, or at any time, you have the option to submit a verbal or written complaint to the following:

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Phone: 800.994.6610
Email: patientsafetyreport@jointcommission.org

Virginia Department of Health
Office of Licensure and Certification
9960 Mayland Dr., Suite 401
Henrico, VA 23233
Phone: 800.955.1819
Email: OLC-Complaints@vdh.virginia.gov

Visiting Hours and Your Visitation Rights

Virginia Hospital Center believes that your family and friends play an important part in your recovery. Family and friends 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. Visitors are asked not to sit or lie on the patient's bed. Visitors with a cold, flu or other contagious disease are asked not to visit the patient. Further restrictions on visitation may occur due to several circumstances including, but not limited to, infection control issues or other care interventions. Your safety is of critical importance, and we will inform you of any additional clinically necessary or reasonable visitation restriction that the Hospital may need to put in place and the reason for the restriction.

General visiting hours are 11:00 am to 8:00 pm. In addition, several units have more specific hours and/or rules regarding visitation, including:

Labor and Delivery: Unrestricted hours.

Postpartum Unit: One adult support person is permitted to stay with you after visiting hours.

Neonatal Intensive Care Unit: Unrestricted hours. Only children 12 years old and over are permitted. Only three visitors are permitted at the bedside, and one must be a baby band holder.

Oncology Unit: Unrestricted hours for designated family or friends (support person(s)). Others from 11:00 am to 8:00 pm.

Behavioral Health Unit: Visitors must have a PIN and may visit only during the following times: Monday – Friday 12:00 – 1:00 pm and 5:00 – 7:00 pm and Saturday and Sunday 4:00 – 8:00 pm.

Recovery and Wellness: Visiting hours are daily, between 6:00 to 8:00 pm.

Hemodialysis: Visitors permitted only by special arrangements.

Visitation Rights

You have the right to receive visitors that you designate including, but not limited to, a spouse, domestic partner, family member or friend.

You have the right to deny consent to visitation to any potential visitor.

You have the right to be informed of and the reason for any visitation restriction that occurs outside of Virginia Hospital Center's normal visitation rules for your unit.

Virginia Hospital Center will not restrict, limit or otherwise deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

Any of your visitors will enjoy full and equal visitation privileges consistent with your preferences subject to the Virginia Hospital Center visitation hours and/or any restrictions that may be in place.

Visitors should check with nursing staff before bringing food or sending flowers to the patient. Patients may be on special diets, certain foods may be restricted, and certain types of fresh produce or vegetation may be harmful to your recovery. Visitors and families also are reminded to be respectful of other patients and keep noise at a minimum.

PAYING YOUR HOSPITAL BILLS

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

Virginia Hospital Center depends on your payments to maintain its quality services. 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, guest meal trays, or any other services not covered by your insurance plan. Financial assistance may be available to patients with little or no income. If you feel you may qualify for this assistance, please contact the Patient Financial Services Department at 703.558.6534, or visit www.virginiahospitalcenter.com/fap to view a plain language summary and financial policies.

The Hospital cashier is located in Lobby A and is open from 8:00 am to 4:00 pm, Monday through Friday. A final bill will be sent to you about four days after discharge and may include any charges that had not been recorded at the time of your discharge. Checks, some credit cards (Visa, Mastercard, American Express and Discover) and debit cards are accepted.

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.

NUTRITION AND FOOD SERVICES

Room Service

Welcome to “Just for You” Dining Services. During your stay, we invite you to use our Room Service program to order you meals.

How the Dine Line Works

When you are taken to your room, your nurse will provide you with a menu as prescribed by your doctor. You may place your meal orders via phone between 6:30 am and 6:30 pm every day.* Simply dial ext. 3463 (DINE) or press the button with the knife and fork symbols on your phone. An individual will assist you in selecting proper foods according to your diet so that your meals reflect the best overall care for your specific needs.

Our goal is to deliver your meal within 45 minutes of the time you place your order.

If you would like to place an order early for your next meal, we will take your order and the desired time you would like your meal to be delivered. We will make every effort to deliver your meal at the time you requested. If you are unable to place your own order, these other options are available:

- A family member can call in from an outside line to 703.558.6501.
- A manager or staff member can come by and help you place your order. You can either request this through your nurse or call ext. 3463 and ask for assistance.

If you do not place an order with our Dine Line, a pre-selected meal will be sent to your room.

* The times to call to avoid receiving the pre-selected meal are as follows:

Breakfast: 8:00 am – Delivery expected: 8:45 am

Lunch: 12:00 pm – Delivery expected: 12:45 pm

Dinner: 5:30 pm – Delivery expected: 6:15 pm

If you receive a pre-selected meal and would like to order a different meal, or you are unsatisfied with the meal you have received, you are welcome to call ext. 3463.

Nutrition Services Additional Information

Good nutrition is important to a speedy recovery. Registered dietitians are available for consultation and ensure your nutritional needs are met. If you have questions or concerns about your diet, have your nurse contact the dietitian assigned to your floor.

The 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 ext. 6811 for more information.

Hours for Nutrition Services:

Dine Line: 6:30 am – 6:30 pm

Refreshments/Meals

For our visitor's convenience, the Hospital's Food Court offers meals and snacks and features made-to-order sandwiches, hot and cold beverages and desserts. Grab a meal to go from our prepackaged section made fresh daily. Items include sushi, salads, fruit cups, desserts and sandwiches.

Food Court – Zone B/Floor 1

Monday – Friday

Breakfast: 6:30 am – 10:15 am

Lunch: 10:45 am – 2:00 pm

Dinner: 4:15 pm – 7:00 pm

Saturday – Sunday

Breakfast: 6:30 am – 10:15 am

Lunch: 10:45 am – 2:00 pm

Dinner: 4:15 pm – 6:30 pm

Subway – Located in Food Court – Zone B/Floor 1

Monday – Friday: 10:00 am – 12:00 am

Saturday – Sunday: 10:00 am – 12:00 am

Coffee Kiosk – Zone A/Lobby A/Floor G

Monday – Friday: 6:30 am – 8:00 pm

Saturday – Sunday: 6:30 am – 2:30 pm

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 their quality meets professionally recognized standards of healthcare, and if they are appropriately furnished in a Hospital or other healthcare 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 reasons other than review purposes.

SPIRITUAL SERVICES

Pastoral Care/Chaplaincy Services

Six chaplains and over 50 volunteers provide 24/7 chaplaincy services to minister to patients and their families, and/or to help you contact a representative of your own faith tradition. The chaplains' office may be reached by dialing ext. 6128 during the day and during the week. During evenings and weekends, the nurse can page a chaplain or a Roman Catholic priest. The Thomas J. Offutt Interfaith Chapel is located in Zone A/Lobby A/Floor G. Services are broadcast to the rooms on Channel 25, and a brochure in the discharge packet can provide days and times for Roman Catholic, Protestant and Muslim services. The chapel is available 24 hours a day for prayer and meditation.

VISITOR INFORMATION & HOSPITAL SERVICES

Parking

The Hospital has several parking garage locations for your convenience. There are three parking garages available that are identified by Zones A, B and C.

All parking garages are automated and parking fees are collected 24/7. Pay stations accepting cash and/or credit cards are numerous and enable you to pay before returning to your car. Only credit card payments can be made at garage exit gates.

Parking Garage A

- **Lobby A** – Accepts **both** cash and credit cards
- **P1** – Accepts credit cards **only**
- **P2** – Accepts credit cards **only**

- **P3** – Accepts **both** cash and credit cards
- **P4** – Accepts credit cards **only**

Parking Garage B

- **G1** – Accepts credit cards **only**
- **G2** – Accepts **both** cash and credit cards
- **G3** – Accepts credit cards **only**

Parking Garage C

- **First Floor Building Entrance** – Accepts **both** cash and credit cards
- **Second Floor Building Entrance** – Accepts credit cards **only**
- **Third Floor Building Entrance** – Accepts credit cards **only**
- **Fourth Floor Building Entrance** – Accepts credit cards **only**

Weekly discounted visitor parking passes are available from the Cashier's Office located in Lobby A. The Cashier's Office is open from 8:00 am to 4:00 pm (Monday through Friday).

When you arrive at the Hospital, please park your car in the parking garage best located for your Hospital stay or visit. If you will be leaving your car overnight, please tell the admitting clerk your car's make, color, license plate number and location.

Patients admitted to the Hospital through the Emergency Department (ED) who have a vehicle parked in the ED's surface lot should contact a family member or friend to have their vehicle removed from that parking lot. Hospital security officers or parking valets also are available to valet a vehicle to the Hospital's parking garage on the Hospital's campus. Patients who valet their car will receive a valet slip and should contact Security upon discharge to collect their vehicle from the parking garage. Vehicles moved to the parking garage will incur the daily parking rate until the vehicle is removed.

1625 North George Mason Drive/Medical Offices A – Zone A

Enter off North George Mason Drive and turn right. Follow signs to Parking Garage A and 1625.

1635 North George Mason Drive/Medical Offices B – Zone B

Enter off North George Mason Drive and turn right into the surface parking lot in front of building 1635. Parking Garage B (underground) is available if additional parking is needed.

1701 North George Mason Drive – Zone C

Enter off North George Mason Drive toward The Rose Benté Lee Ostapenko Outpatient Oncology entrance. Parking Garage C is on your left.

1715 North George Mason Drive/Medical Offices C – Zone C

Enter off North George Mason Drive toward The Rose Benté Lee Ostapenko Outpatient Oncology entrance. Parking Garage C is on your left.

Special Parking Needs & Handicapped Parking

Available in all parking garages, beside the Emergency Department and parallel to North George Mason Drive directly in front of Medical Offices B.

Radiation Oncology – Zone C

Enter off North George Mason Drive toward The Rose Benté Lee Ostapenko Outpatient Oncology entrance. Parking Garage C is on your left. Enter through The Rose Benté Lee Ostapenko Outpatient Oncology Center at the ground level.

Stork Parking

Parking is available for expectant mothers in front of Women & Infant Health, Zone C.

Videotaping and Photography

Patients and/or visitors may not bring or use videotaping or photography equipment in any unauthorized areas of the Hospital, due to the need to preserve the privacy and confidentiality of other patients, visitors and staff. Any person found to be doing so will be immediately asked to stop and delete any images by the staff member discovering the incident, or if required, by calling the Security Department for assistance.

When parents want to take photographs and/or video of their newborn child while in the Hospital, care should be taken to ensure that such photographs or video does not inadvertently pick up the images of another patient, a visitor or staff member who has not consented to being photographed or videotaped.

The Hospital generally will allow parents to photograph or videotape a delivery on request, but in each case, a final decision will rest with the individual provider conducting the delivery. If photography and/or video are allowed, the provider must make clear to the parents that the provider may require that photography and/or video be stopped at any time, and that instruction must be followed immediately.

Birth Registry

A birth registrar will visit you in your room after the birth of your baby. The birth registrar will provide you with a worksheet about your baby's birth so you may receive a birth certificate. You must complete this worksheet before you are discharged from the Hospital. You will be able to request a Social Security Number (SSN) for your baby at the same time. Obtaining a SSN at birth is not necessary, but the baby will need to have one in order for you to claim the baby

To obtain medical records, you must sign a Release of Medical Information form. You will be charged the cost of making copies of your records. It may take up to 15 business days to process a copy of your medical records. If you want to review your records, please call the Health Information Management Department at 703.558.6116 (ext. 6116 while in the Hospital) to make an appointment. You may access a Release of Medical Information form on the Hospital's website, www.virginiahospitalcenter.com.

PRIVACY OFFICER

If you have a privacy concern or matter related to your visit at Virginia Hospital Center, you may contact Terrie McCray, Privacy Officer, at 703.558.6972.

CHARITABLE GIVING TO VIRGINIA HOSPITAL CENTER

A Tradition of Philanthropy

With over 70 years of service to Northern Virginia and Washington, DC, area residents, Virginia Hospital Center is built on philanthropy. Our story dates back to the 1930s, when five women's clubs joined together to raise \$100 to start the Arlington Hospital Association. This small community project went on to become a 100-bed Hospital, which opened in 1944, and has grown over the decades to be the Virginia Hospital Center of today.

Charitable donations help the Hospital provide world-class patient care, an exceptional nursing and medical staff, and state-of-the-art facilities.

How will my contribution be used to support Virginia Hospital Center?

Your gift matters and will be put immediately to use. Here is how we put recent charitable gifts to work:

- Adding two state-of-the-art operating rooms to The J. Della Ratta Family Center for Surgery, which means that the most advanced surgical procedures can be performed at Virginia Hospital Center. These advanced procedures often are less invasive, have shorter recovery times and result in better outcomes for our patients.
- Upgrading ultrasound equipment in our Perinatology program. With these upgrades, we can help ensure that expectant mothers with a high-risk or complicated pregnancy can have a safer delivery and better outcomes for both mother and baby.
- Enhancing our sleep disorders unit to better serve patients with a range of sleep issues that impact their overall health.
- Opening of a new wing of The Marjorie Sands Neonatal Intensive Care Unit that includes specially designed facilities to care for complicated multiple baby births and to help new parents transition home with a baby with special healthcare needs.

- Upgrading the Calypso System for treating prostate cancer. Described as GPS for the body, this system allows our radiation oncologists to determine the exact position and movement of the prostate during radiation therapy treatment, optimizing radiation targeting and minimizing side effects.
- Caring for more than 3,500 low-income children at the Hospital's Arlington Pediatric Center who would otherwise lack access to preventive, acute and behavioral healthcare.

How can I support Virginia Hospital Center?

Visit virginiahospitalcenter.com and click "Support the Hospital."

Gifts of Cash

This is the most common and easiest form of giving. Your contribution is tax-deductible and can be made by check or credit card.

Mail your donation to:

Virginia Hospital Center Foundation
1701 N. George Mason Dr.
Arlington, VA 22205

If you contribute stock or other appreciated securities to the Hospital, you will be entitled to a tax deduction for the full market value of the stock or securities and do not have to pay capital gains tax. This type of gift is particularly attractive if the stock or securities are not yielding annual income and would be subject to capital gains tax if sold directly in the market.

Matching Gifts

Did you know that many employers will match your gift to the Hospital? Just check with your company's Human Resources Department to find out if your gift will go twice as far.

Legacy Gifts

Depending upon your personal goals, a legacy gift to the Hospital can address a number of financial planning matters. Whether you are interested in saving taxes, preserving your wealth, transferring assets, or creating a life income stream, a planned gift can produce attractive financial benefits to you and your family.

Workplace Giving

With each paycheck you receive, give back to your community through Workplace Giving Programs.

Combined Federal Campaign: Virginia Hospital Center is a participating charity in the Combined Federal Campaign of the National Capital Area.

A SHINING OPPORTUNITY FOR PATIENTS AND VISITORS

You can name a “Star!”

Has one of our employees gone above and beyond to make your visit to Virginia Hospital Center exceptional in some way?

Please pick up the nearest in-house phone and dial 0. Share with the operator the name of the employee and the department, and describe what this person did that you consider outstanding. We will present him or her with a special star lapel pin, and he or she will be eligible to be named a Virginia Hospital Center “Shining Star.”

Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1 through 9.

9	7	1	6				5	3
		8	7	9	3	1	6	2
3		2	1		8	9		7
6	3		8		9		2	
2	1		4			6	9	8
8	4					7	3	
5	8		3		6	2	1	9
1			5			4		
7		6	9		1	3	8	5

Answer Key

How did you do?

Check your answers here.



5	8	3	1	4	6	9	2	7
9	7	4	2	8	5	3	9	1
6	1	9	2	9	7	3	4	8
1	3	7	5	6	2	9	4	8
8	6	9	7	3	4	5	1	2
2	4	5	9	1	8	7	3	6
4	7	9	8	5	1	2	9	3
2	6	1	3	9	7	8	5	4
3	5	8	4	2	9	1	7	6

Source: www.sudoku-puzzles.net

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