

# Patient information guide

## Telephone

### Important numbers

- **Nurse leader:** Available to serve you 24/7. Please find the nurse leader's name and phone number on your care board.
- **Chaplain: 703.776.3767**
- **Lost and found: 703.776.2280**
- **Patient relations/patient advocacy: 703.776.3663**

### Patient phones

Your phone number can be found on your care board. You can receive incoming calls from 7 a.m. to 10 p.m. Make outgoing calls at any time by dialing **9**, then the area code and desired phone number.

## Services

### Food and beverage

- **South Side Café:** Open daily, 5:30 a.m. – 10 p.m. Located in the South Patient Tower on the first floor, the South Side Café serves sandwiches and other light fare (grill only 5:30 – 6:30 a.m.).
- **Heart Healthy Café:** Monday through Friday, 7 a.m. – 2 p.m. Located in Inova Schar Heart and Vascular on the second floor above the heart and vascular lobby, the Heart Healthy Café serves sandwiches and other light fare.
- **Park Avenue Café:** Monday through Friday, 6:30 a.m. – 5 p.m. Located on the first floor of the atrium, Park Avenue Café offers a wide variety of breakfast and lunch foods.

### Entertainment

#### To access free Wi-Fi:

- In "Settings" choose Wi-Fi
- Choose "IHSPublic"
- Pick "Choose a Network"
- Click "Agree to terms"

### Other services

**ATM:** ATMs are located on the first-floor connector bridge between Inova Schar Heart and Vascular and the South Patient Tower, in the lobby of Inova L.J. Murphy Children's Hospital/Inova Women's Hospital, near the South Side Café and across from Inova Schar Heart and Vascular's gift shop.

## Visitor policy

View the most current visitor guidelines:  
[Inova.org/Visit](https://www.inova.org/visit)



We maintain a patient-focused, healing environment that allows patients to recover in a safe, secure, quiet and caring setting.

Visitation may be adjusted as deemed appropriate by clinical leaders or based on the patient's stated preferences. The presence of a public crisis (such as an influenza or other contagious situation) may require temporary restrictions to the visitation policy to help in reducing disease transmission. These restrictions may be system wide, hospital specific or limited to the affected nursing unit(s), depending on the situation.

**Gift shop:** There are three gift shops on the campus.

- Patient Tower: **703.776.3470**
- Inova Schar Heart and Vascular: **703.776.7066**
- Inova Women's/Inova Children's: **703.776.6066**

**Notary services:** Available Monday through Friday, 8:30 a.m. – 3:30 p.m. Call **703.776.3663**.

## Discharge

Your care team works together to support your transition out of the hospital:

- Your physician/hospitalist will determine your discharge date and will write the order
- A case management team member may help coordinate services and make sure you have what you need for a successful discharge
- Your nurse will review discharge instructions with you
- If you are ready to be discharged but are waiting for an additional step such as medication to be filled or transportation home, a caregiver will bring you to the discharge hospitality suite, where you will complete your stay with us. Learn more at [Inova.org/IFMCDischarge](https://www.inova.org/IFMCDischarge).

## Personal belongings

Inova Fairfax Medical Campus is not responsible for any personal belongings including mobile phones, glasses, dentures, hearing aids and other valuables. Please check your room to make sure you have all valuables and personal items before you leave. Speak to a member of your care team or contact **703.776.2280** to report a lost or found item.

## Your care team

### Hospitalists, doctors and other care providers:

A hospitalist is a physician who specializes in caring for patients in the hospital. Hospitalists, specialty physicians and advanced practice providers such as nurse practitioners, midwives and physician assistants may care for patients during their stay.

**Nurses:** Nurses coordinate ongoing care and treatment, help keep patients safe and comfortable, and educate patients about their plan of care.

### Clinical technicians, medical assistants and

**phlebotomists:** These experts assist the care team with a variety of patient needs.

**Technicians and technologists:** These experts specialize in patient tests such as imaging and lab.

### Inpatient physical medicine and rehabilitation therapists:

Clinical therapists help patients recover mobility, manage pain, and resume skills such as eating and dressing.

**Respiratory therapists:** These therapists work with patients who need intensive respiratory treatment.

## Helpful resources

**Rapid response:** Hospital staff, patients or visitors can dial **5555** from any hospital phone to call for an immediate emergency response.

**Language services:** For patients and family members who prefer to communicate in a language other than English, trained interpreters are available free of charge.

**Rights of the disabled:** Inova Fairfax Medical Campus strives to meet the objectives of the Americans with Disabilities Act and the Virginians with Disabilities Act. Call the patient relations team at **703.776.3663** for questions regarding the policy.

**Advance directives:** A brochure is available upon request. Please ask your nurse for details.

**Deaf/hard of hearing:** To ensure effective communications with patients and their family members who are deaf or hard of hearing, we provide auxiliary aids and sign language services free of charge.

**Ethics consultation:** The hospital's ethics consultation team provides consultation services to help a patient or family deal with questions of life and death, as well as quality of life.

**CARE Act designee:** This person assists the patient at the patient's residence upon discharge.

**Designated Support Person (DSP):** An individual (identified by the patient or their legal decision maker) who provides continuous support to the patient while the patient is in the hospital. This applies to patients with altered mental status or a previously diagnosed disability for which they were receiving ongoing assistance prior to their hospital stay.

**MyChart:** This secure, online health management tool connects patients to their personalized medical records as well as allows them to communicate with their providers anytime, anywhere. Sign up at [Inova.org/MyChart](https://Inova.org/MyChart) or by calling **855.694.6682**.

## Patient satisfaction survey

After discharge, you may receive a survey via mail, email or text. Your feedback helps us identify opportunities for improvement and recognize those areas in which we excel.

## Parking

Parking in the Blue, Green and Gray garages is \$5 per day. This fee is waived if the visitor exits within 30 minutes. A \$25 prepaid 10-visit pass is available for purchase in the hospital gift shops.

Complimentary valet parking is available for Inova Surgery Center patients at the surgery center entrance Monday through Friday from 5:30 a.m. to 10 p.m. Patients or visitors with limited mobility can be dropped off at main entrances.

## Public transportation

For bus or taxi services, visit [Inova.org/IFMCTransportation](https://Inova.org/IFMCTransportation).

## Financial and insurance information

For billing questions, call **571.423.5750**.