

## If You Have Questions, Concerns or Comments

At Inova, we recognize the importance of effective communication between you and our dedicated healthcare team. We encourage you to ask questions and share concerns while you are in the hospital so that those who are caring for you can provide prompt, courteous solutions to any issues that may arise.

Additionally, the hospital's patient representatives are available to help patients and families with problems, clarify hospital policies, and assist with disability access issues or other special needs. The Patient Relations program has a process to address all complaints and grievances. Patient representatives welcome the opportunity to assist you, and can be reached at the phone numbers listed below.

## Patient Representative Contact Numbers

Inova Alexandria Hospital. . . . . **703.504.3128**

Inova Fairfax Medical Campus. . . . . **703.776.3663**

- Inova Fairfax Hospital
- Inova Children's Hospital
- Inova Heart and Vascular Institute
- Inova Women's Hospital

Inova Fair Oaks Hospital. . . . . **703.391.3607**  
or **703.391.3885**

Inova Loudoun Hospital. . . . . **703.858.6795**

Inova Mount Vernon Hospital. . . . . **703.664.7555**

We hope you will allow us the opportunity to assist with any issues that may arise during your hospital stay. If you choose, you may also contact the Virginia Department of Health, Office of Licensure and Certification, 9960 Mayland Drive, Suite 401, Richmond, VA 23233, or call **800.955.1819**.

Additionally, you may contact the Office of Quality Monitoring, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181, or call **800.994.6610**.

## Insurance Concerns

If you have questions or concerns about decisions made by your health insurance plan, contact the Managed Care Ombudsman at **877.310.6560**.

## Ethics Consultation

Our hospitals' Ethics Committees provide consultation services to help a patient or family deal with questions of life and death, as well as the quality of life. The Ethics Consultation team helps patients, families, physicians and hospital staff talk about appropriate plans of care when an ethical dilemma exists. The role of the team is to advise; it does not judge or make decisions. Its assistance is intended to help clarify issues for the patient and family members involved, and give them the information they need to make decisions.

Anyone directly involved with a patient can seek a consultation on the patient's behalf, including the patient, family members, friends, physicians, nurses, as well as other members of the patient's care team.

To contact a member of our hospital's Ethics Consultation team, call the hospital operator or the hospital's patient representative.

## Your Healthcare Decisions

You have the right to complete an Advance Directive which shares your wishes if you are unable to make healthcare decisions for yourself. An Advance Directive can include:

- Designating someone to make healthcare decisions for you and the types of decisions they can make
- Specific healthcare decisions to include end-of-life decisions
- Organ donation decision

It is our policy to respect your wishes in accordance with the law and the hospital's capabilities. If your attending or treating physician has a personal conscience-based objection to the stated wishes in your Advance Directive (for example, reproductive or end-of-life decisions), under Virginia Code 54.1-2987 and Inova policy, the physician must make a reasonable effort to transfer your care to another physician willing to comply with your wishes.

If you have an Advance Directive, please provide us with a copy. If you would like more information on Advance Directives, please ask your nurse or patient representative.



[inova.org/patientrights](http://inova.org/patientrights)

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## Patient Rights and Responsibilities

We can provide better healthcare services when you and your family work together as partners with our staff and physicians. It is our responsibility to advise you of your rights as a patient; you also have responsibilities in your treatment and care. We urge you to ask questions, be proactive and take an active part in your care plan. If you have questions or concerns, please discuss these with your doctor, any staff member or contact the hospital's patient representative.

### Overview of Patient Rights

While you are in our hospital, you have certain rights as a patient. You have the right to:

- Receive treatment regardless of your age, gender, race, national origin, language, religion, sexual orientation, disability or any other discrimination prohibited by law
- Know the names and titles of your healthcare team members
- Receive information in a language or manner you understand. This includes the right to interpreter services at no cost to you.
- Be informed about possible results of care, treatment and services, including unexpected results
- Be informed and involved in making healthcare decisions
- Agree to or refuse care, treatment and services
- Appropriate evaluation and management of pain
- Courteous and respectful care
- Be free from restraints of any form that are not medically necessary

- 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. Also included is the right to withdraw or deny such consent at any time.
- 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
- Have a family member or representative, and your physician, notified of your admission
- Prepare an advance directive to make certain your healthcare choices are followed if you are unable to communicate those choices to us
- Receive care in a safe setting, free of all forms of abuse or harassment
- A hospital setting that preserves dignity and contributes to a positive self-image
- Respect for your cultural and personal values, beliefs, and preferences, as well as an opportunity to take part in religious and other spiritual services
- Contact protective and advocacy services
- Expect that the hospital will protect your confidentiality and respect your privacy
- See your medical record; request amendments to your medical record; and request a list of persons or organizations to whom your health information was disclosed as determined by federal or state law
- Give permission to the recording or filming made for purposes other than identification, diagnosis or treatment. You also have the right to cancel this agreement.
- Agree or refuse to participate in research studies

- File a complaint and not be subject to discrimination, force, punishment or unreasonable interruption of care, treatment or services
- Have your hospital bill explained and receive information about financial help

### Patient Responsibilities

As a patient, you are responsible for the following:

- Providing complete and accurate information about your health, including past illnesses, hospital stays, use of medications and other matters relating to your health
- Asking questions when you do not understand what you have been told about your care or what you are expected to do
- Following the care, service or treatment plan developed for you
- Telling your doctor if you believe you cannot follow through with your treatment plan and understanding the possible results if you decide not to follow the recommended treatment plan
- Providing the hospital with accurate contact and billing information
- Detailed knowledge of your health insurance coverage including deductibles, co-pays and network coverage
- Being considerate of other patients, staff and hospital property and following hospital rules and regulations. This applies to your visitors as well.
- Providing necessary information for insurance claims and to pay your bills or make arrangements for financial obligations in a timely manner
- Recognizing that the hospital cannot accept responsibility for any personal property not deposited in the hospital safe

## Rights of the Disabled

When serving the disabled, our hospital continually strives to meet the objectives of the Americans with Disabilities Act (ADA) and the Virginians with Disabilities Act. If you encounter any physical or communication barrier during your time at our hospital, or if you believe you have been denied access to the hospital's full array of services because of your disability, please contact the Compliance Department at **703.205.2337** or the patient representative.

### Services for the Deaf and Hard of Hearing

To ensure effective communication with patients, their family members, and companions who are deaf or hard of hearing, we provide auxiliary aids and services free of charge, such as:

- Sign language and oral interpreters
- Telecommunications typewriters for the deaf or hearing impaired (TTY/TDD)
- Video remote interpreting (VRI)
- Written materials
- Telephone handset amplifiers
- Assistive listening devices (marketed as a Pocketalker or Posey sound amplifier)
- Telephones compatible with hearing aids
- Open and closed captioning of most hospital television programs

Please ask your nurse or other hospital personnel for assistance, or contact **703.776.7641**.