



## Telephones

### 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 Cafe:** Open daily, 5:30 a.m. - 10 p.m. Located in the South Patient Tower on the 1st floor. Serving sandwiches and other light fare. (grill only 5:30 - 6:30 a.m.)
- **Heart Healthy Cafe:** Monday through Friday 7 a.m. - 2 p.m. Located in Inova Heart and Vascular Institute on the 2nd floor above the Heart and Vascular lobby. Serving sandwiches and other light fare.
- **Park Avenue Cafe:** Monday through Friday 6:30 a.m. - 5 p.m. Located on the first floor of the atrium, Park Avenue Cafe offers a wide variety of breakfast and lunch foods.

### Entertainment

- **Access Free Wi-Fi:**
  - in "Settings" choose Wi-Fi
  - pick "Choose a Network"
  - choose "IHSPublic"
  - click "Agree to terms"

### Other Services

- **ATM:** ATM machines are located in the first floor connector bridge between Inova Heart and Vascular Institute and South Patient Tower, Inova Children's Hospital/Women's Hospital lobby, South Side Cafe and across from Inova Heart and Vascular Institute gift shop.
- **Gift Shop:** There are three gift shops on the campus.
  - Tower Gift Shop **703.776.3470**
  - Inova Heart and Vascular Institute **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**

## Visitor Policy

Inova's visitation policies have been temporarily modified to reflect COVID-19 safety precautions for the protection of our patients, visitors, team members and community.

To view the most current guidelines, please visit [inova.org/visit](https://inova.org/visit).

Virtual visits are possible through your personal devices. Please refer to the COVID-19 virtual visitor flyer in your admission folder.



Scan QR code or visit [inova.org/ifmcpatient](https://inova.org/ifmcpatient) for additional information for patients and visitors.

## 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.
- Case management services may help coordinate services and make sure you have what you need for a successful discharge.
- Your nurse will review discharge instructions and new medications with you.
- When you are ready to leave, a team member will accompany you to your preferred hospital entrance to meet your transportation.

## 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 leaving. 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 you during your 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 you recover mobility, manage pain, and resume skills such as eating and dressing.

**Respiratory therapists** – These therapists work with patients that need intensive respiratory treatment.

Inova Fairfax Medical Campus  
3300 Gallows Road  
Falls Church, VA 22042  
**703.776.4001**

## Things to Ask Your Care Team

**Rapid response** – Hospital staff, patients or visitors can dial **5555** from any hospital phone to call 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 and 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 Patient Relations at **703.776.3663** for questions regarding the policy.

**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) to provide continuous support to the patient while they are 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](http://inova.org/mychart) or by calling **855.694.6682**.

## Patient Satisfaction Survey

After discharge, you may receive a survey via mail, email and 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](http://inova.org/ifmctransportation).

## Financial and Insurance Information

For billing questions, contact **571.423.5750**.

*An advance directives brochure is available upon request.  
Please ask your nurse for details.*

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