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.

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 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 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.

Personal Belongings
Inova Fairfax Medical Campus is not responsible for any personal belongings including mobile phones, glasses, dentures, hearing aids or 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 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 that need intensive respiratory treatment.

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 the patient relations team 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 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.

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.