Visitor policy

View the most current visitor guidelines: 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.

Other services

ATM: Located in the café.

Chapel: Located outside the emergency room lobby.

Gift shop: Located on the first floor across from the retail pharmacy.

Notary services: Available during regular weekday office hours. Call 703.391.3607.
**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
- When you are ready to leave, a team member will accompany you to your preferred hospital entrance to meet your transportation

**Personal belongings**

Inova Fair Oaks Hospital 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 703.391.3797 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 and free of charge.

**Rights of the disabled:** Inova Fair Oaks Hospital strives to meet the objectives of the Americans with Disabilities Act and the Virginians with Disabilities Act. Call Patient Relations at 703.391.3607 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) 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 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**
All parking is free at Inova Fair Oaks Hospital.

**Public transportation**
For bus or taxi services, call 703.391.4001.

**Financial and insurance information**
For billing questions, call 571.472.5750.

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