

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:** 703.858.8462
- **Lost and found:** 703.858.6795
- **Patient relations/patient advocacy:** 703.858.6795
- **Case management:** 703.858.8017

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

- **Dining on demand:** Call extension **8400** to order patient meals and snacks from the menu in your room between 6:30 a.m. and 6:30 p.m. Please allow 45 minutes for delivery.
- **Riverside Café:** Serving breakfast (6:30 – 10:30 a.m.) and lunch (11 a.m. – 2 p.m.) daily. Located in the South Concourse.
- **Market Coffee:** A Starbucks-branded café offering full barista services and grab-and-go foods daily (6:30 a.m. – 11:30 p.m.). Located on the first floor of the North Lobby.
- **Vending and nourishment stations:** Offering a variety of snacks, fresh foods and beverages for visitors. Located throughout the hospital and available 24/7.

Entertainment

To access free WiFi:

- In "Settings" choose WiFi
- Choose "Inova-Guest"
- Pick "Choose a network"
- Click "Agree to terms"



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.

Other services

ATM: Located in the South Concourse.

Lisa Dugan Chapel: Located in the South Concourse.

Riverside Gift Shop: Open 11 a.m. – 2 p.m.; closed Sundays. Located in the North Concourse.

Notary services: Available during regular weekday office hours. Call **703.858.6795**.

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 Loudoun 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 you leave. Speak to a member of your care team or contact **703.858.6451** 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 Loudoun Hospital strives to meet the objectives of the Americans with Disabilities Act and the Virginians with Disabilities Act. Call the patient relations team at **703.858.6795** 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

Parking is free at Inova Loudoun Hospital. Designated visitor parking areas are the North Garage and North and South parking lots.

Public transportation

For bus or taxi services, call **703.664.7000**.

Financial and insurance information

For billing questions, call **703.858.8091**.

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

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