

Sentara Northern Virginia Medical Center

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# Patient and Family Guidebook



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## Phone directory

### Main

703-523-1000

### Hospital nursing supervisor

703-523-1370

### Family Initiated Rapid Response Safety Team

5-5555

See page 21 for more information

### Case management

703-523-1960

### Central scheduling

703-523-1560

### Chaplain

703-523-0680

### Gift shop

703-523-1350

### Housekeeping

703-523-1385

### Medical records

703-523-1930

### Patient advocate

703-523-0985

### Patient financial services

877-768-3993

### Security

703-523-1570

# Welcome

Welcome and thank you for selecting Sentara Northern Virginia Medical Center as your health partner. Our history is rooted in a commitment to providing compassionate, innovative, high quality, and safe care to the community we serve. We maintain this commitment through our mission to improve health every day.

Sentara Health considers it an honor and a privilege to care for you. We understand how stressful hospitalization can be. We strive to provide outstanding care while exceeding your expectations. Your safety, care, and comfort are our top priorities.

We urge you and your family to take an active role in your care to ensure we are sensitive to your specific needs. If you have any questions about our services, policies or other information in this guide, please do not hesitate to ask a member of your care team. Thank you for choosing Sentara and trusting us with your care.

Sincerely,

**Christy Grabus, MBA/MHA, BSN, RN, NE-BC**

Vice President, Chief Nursing Officer

Sentara Northern Virginia Medical Center



## About us: System overview

### Because our patients expect nothing less

Quality and safety are our top priorities for our patients and members.

We also know it is a privilege to serve our communities and that our patients and members have many healthcare choices. We are committed to providing you with an exceptional experience and better health outcomes.

### Our mission: We improve health every day

Our values: people, quality, safety, service and integrity  
Our vision: to be the healthcare choice of the communities we serve



## Accessibility

### Communication

We aim to provide effective communication for everyone.

- Interpreter services and/or communication aids will be given for free if you are limited in speaking English, deaf or hard of hearing, visually impaired, or have other impaired sensory, manual, or speaking skills.
- You can ask to have a friend or family member interpret for you. However, Sentara will still provide a qualified medical interpreter when you are discussing important information.
- We will read written materials about treatment, benefits, services, and informed consent forms aloud. We will explain forms to you if you are blind or have low vision. We will offer large print and words converted to Braille if needed.

Please contact any Sentara staff for help.

### Our promise:

- To have ADA-compliant facilities that everyone can access.
- To have convenient Handicap Accessible off-street parking.
- To ensure curb cuts and ramps between parking areas and buildings.
- To give level access into the first floor with elevator access to all other floors.
- To provide fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, and patient treatment areas, including examining rooms and patient units.



## **Sentara commitments**

We are committed to improving health every day. As members of the Sentara team, we are committed to your well-being and creating an extraordinary healthcare experience.

### **Safety**

Always keep you safe

### **Respect**

Always treat you with dignity, respect, and compassion

### **Listen**

Always listen and respond to you

### **Inform**

Always keep you informed and involved

### **Teamwork**

Always work together as a team to provide you quality healthcare

# The Sentara landscape

One healthcare system with many doors but a shared commitment to quality care and creating an extraordinary healthcare experience.

## **Members of the team**

Nearly 30,000 employees across the system

## **Sites of care**

300+ sites of care, including primary care, physical therapy, and retail clinics

## **12 hospitals**

Located across Charlottesville, Hampton Roads, Harrisonburg, Northern Virginia, Northeastern North Carolina, and South Boston. Includes Level 1 and Level 3 trauma centers

## **Sentara Medical Group**

1,300+ quality physicians and advanced practice clinicians

## **Sentara Health Plans**

Serving 950,000 Members in North Carolina and Virginia

## **Home care and hospice**

Available in Virginia and Northeastern North Carolina

## **Sentara Therapy Centers and PACE centers**

PACE locations in Hampton Roads with Sentara Therapy Centers in Hampton Roads, Northeastern North Carolina, and Northern Virginia

## **Advanced imaging and diagnostic centers**

Located across Hampton Roads, Northern Virginia, Charlottesville, South Boston, Harrisonburg, and Northeastern North Carolina

## **Outpatient care centers**

Convenient locations across Hampton Roads, Northern Virginia, Charlottesville, and Northeastern North Carolina

## **Sentara College of Health Sciences**

Offering a variety of programs including Bachelor of Science in Nursing Degree, Associate Degree in Cardiovascular Technology, Associate Degree in Surgical Technology, and certificate courses

## **Medical transport**

Medical transportation with Nightingale Regional Air Ambulance or ground Medical Transport Ambulance

# Awards and recognitions

- Best Employer for Veterans, Forbes (2022, 2023)
- Best Employer for New Grads, Forbes (2022)
- Top Performer in LGBTQ Healthcare Equality, Healthcare Equality Index - HEI (2020, 2022)
- “Digital Health Most Wired” health system – College of Healthcare Information Management Executives – CHIME (2022)
- Best Employer for Women, Forbes (2020)
- Best Hospitals, U.S. News & World Report (20+ years)
- America’s Best Employers, Forbes (2018, 2022)
- Top 15 Health System (2018, 2021)
- Top 100 Hospitals (Sentara Williamsburg Regional Medical Center and Sentara Leigh Hospital, 2016, 2018, 2022 and Sentara RMH Medical Center, 2021)
- Lead Transformative CEO in Healthcare, The CEO Forum (2019)
- 100 Most Influential People in Healthcare, Modern Healthcare (2017)
- Top 25 COOs in Healthcare, Modern Healthcare (2017, 2018)
- 100 Great Hospitals in America 2016, Becker’s Hospital Review (2016)
- Ten Sentara hospitals have earned Magnet Recognition Program® designation from the American Nurses Credentialing Center, including Sentara Martha Jefferson Hospital (since 2006), Sentara Norfolk General Hospital (since 2008), Sentara Williamsburg Regional Medical Center (since 2014), Sentara RMH Medical Center (since 2014), Sentara Leigh Hospital (since 2015), Sentara Princess Anne Hospital (since 2016), Sentara CarePlex Hospital (since 2017), Sentara Obici Hospital (since 2018), Sentara Virginia Beach General Hospital (since 2019), and Sentara Northern Virginia Medical Center (*with Distinction*, since 2024).
- “A” Grade for Hospital Safety Scores, The Leapfrog Group (2015, 2016, 2022)

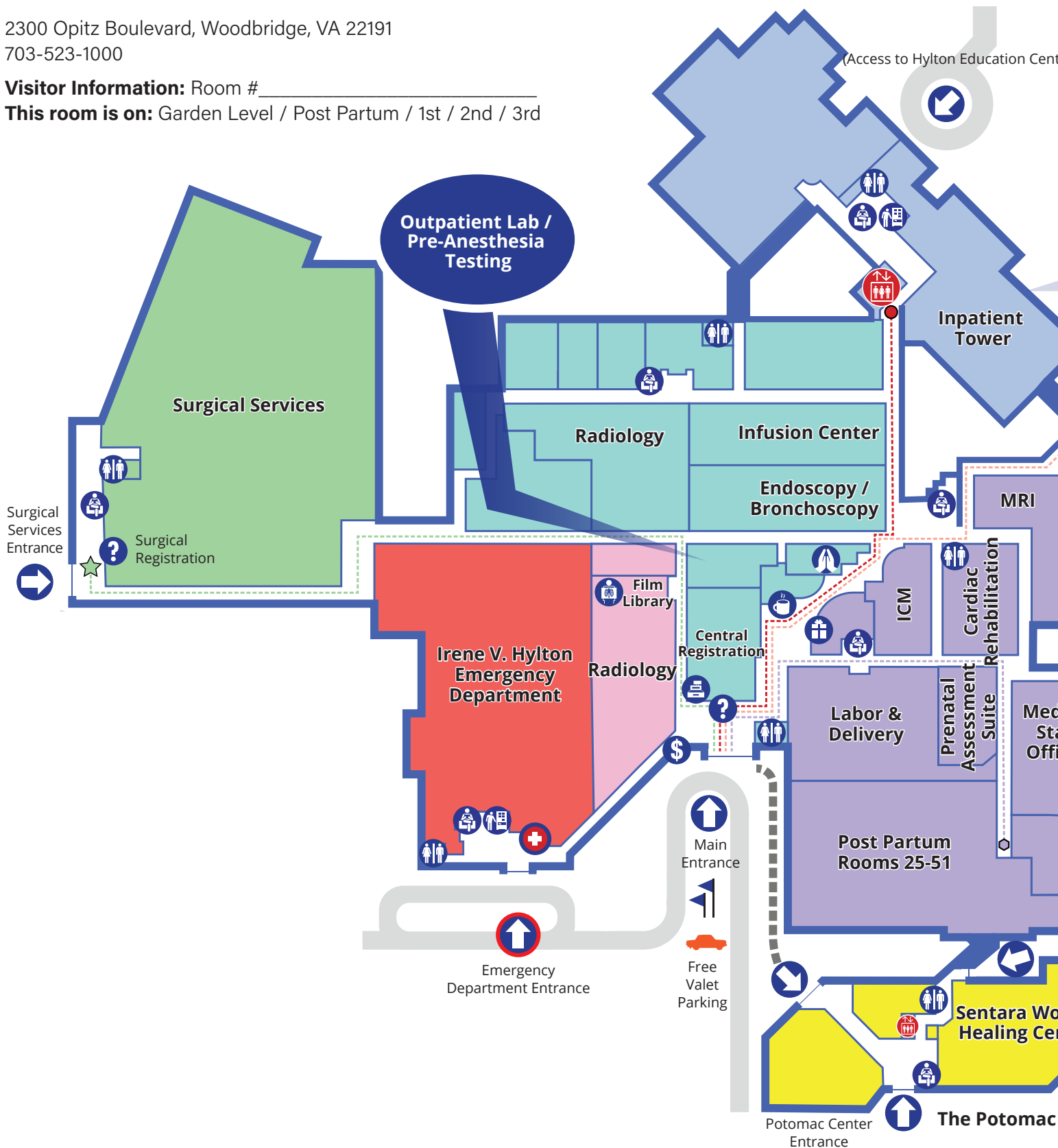


# Campus map

2300 Opitz Boulevard, Woodbridge, VA 22191  
703-523-1000

**Visitor Information:** Room # \_\_\_\_\_

**This room is on:** Garden Level / Post Partum / 1st / 2nd / 3rd

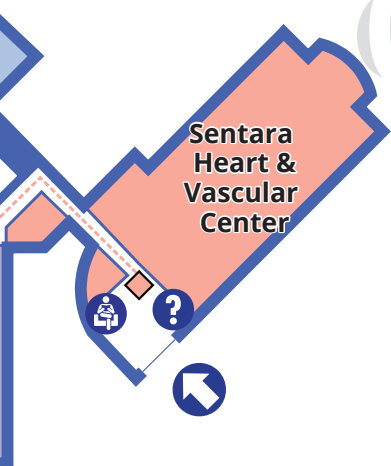




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### SERVICES BY FLOOR

- 3** **3rd Floor**
  - Rooms 301-350
  - Cardiac & Medicine
  - Intermediate Care Unit 3 (IMCU 3)
- 2** **2nd Floor**
  - Rooms 201-250
  - Medicine & Surgery
- 1** **1st Floor**
  - Rooms 101-148
  - Oncology & Medicine
  - Intensive Care Unit (ICU)
  - Intermediate Care Unit 1 (IMCU 1)
- G** **Garden Level**
  - Garden Café
  - Hylton Education Center



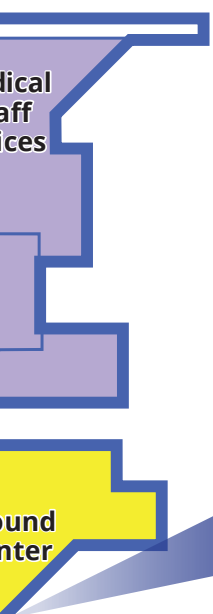
**This is a Tobacco  
& Vape Free Campus**



**No Weapons Allowed on Campus  
Weapons Detection Scanner in use**

### SERVICES BY FLOOR

- 3** **Third Floor**
  - Diabetes & Nutrition Management
  - Sentara Family Health Connection
  - Occupational Health
- 2** **Second Floor**
  - Potomac Health Foundation
- 1** **1st Floor**
  - Sentara Wound Healing Center

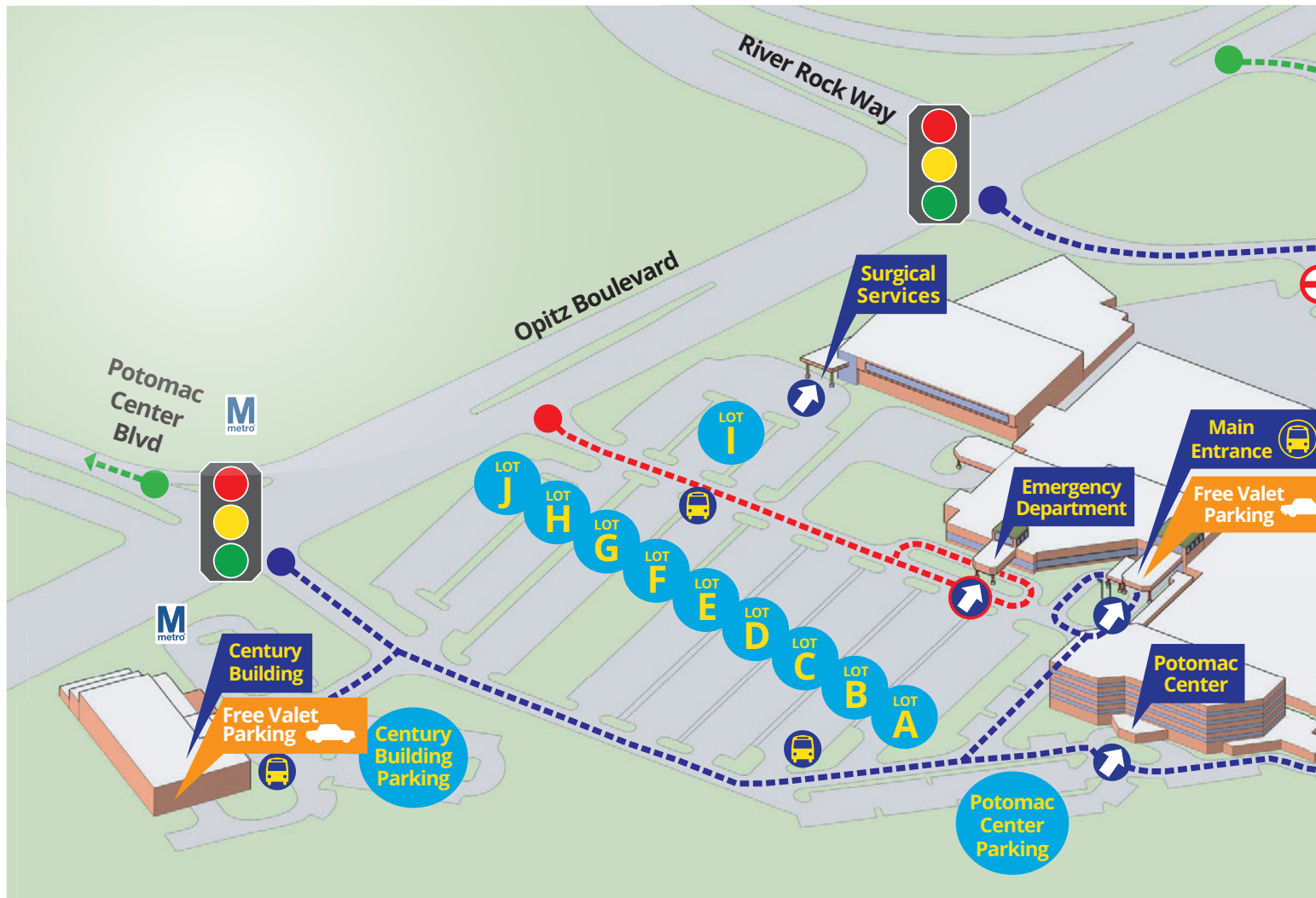


Center

## Legend

- ATM
- Coffee Shop
- Covered Walkway to Potomac Center
- Visitor Elevator
- Emergency Department Registration
- Entrance to Building
- Food/Vending Machine (Floors 1, 2, 3)
- Gift Shop
- Information Desk / Courtesy Phone
- Lobby Area
- Restrooms
- To Post Partum Rooms
- To Sentara Heart and Vascular Center
- To Surgical Services
- To Visitor Elevators
- Worship Room
- X-Ray Pick Up
- Cashier

# Parking and directions



## Main Entrance & Emergency Department

- Cardiac & Pulmonary Rehab
- Case Management
- Cashier Office
- Imaging
- Infusion Center
- Lab
- Labor & Delivery
- Patient & Visitor Parking
- Radiology
- Registration



## Authorized Access Only



## Reserved for Valet Parking



## Surgical Services

- Inpatient & Outpatient Surgery
- Surgical Registration



## Overflow event parking

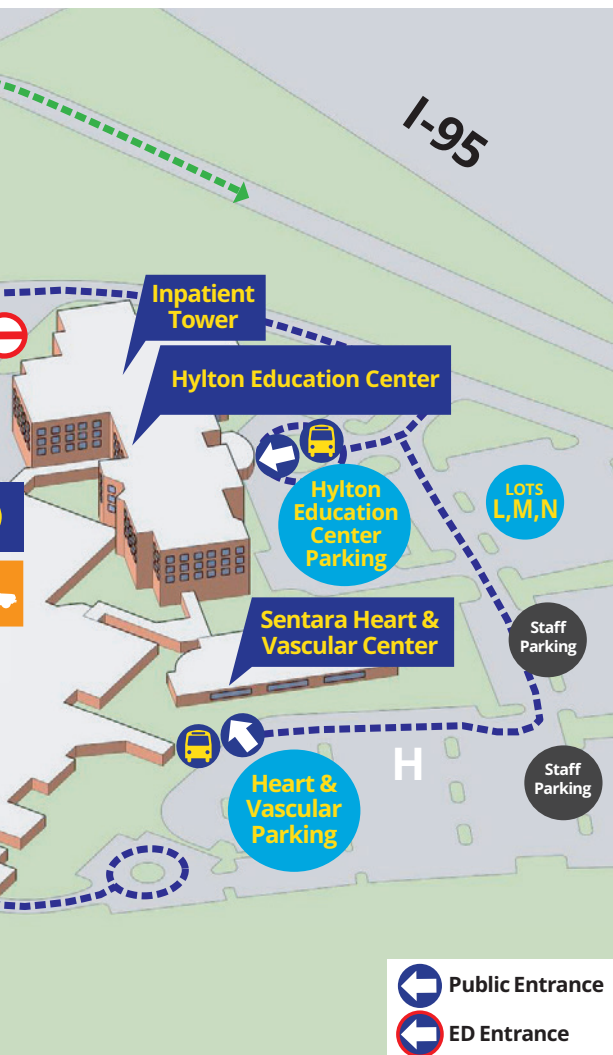


## Staff Parking



## Potomac Center

- Diabetes & Nutrition Management
- Occupational Health
- Sentara Wound Healing Center
- Sentara Family Health Connection



### Main Entrance & Emergency Department

Enter the hospital campus using the entrance at Potomac Center Boulevard (at the digital sign) to access visitors' parking and free valet parking.

### Hylton Education Center

Enter the hospital campus using the entrance at River Rock Parkway (closest to I-95) to access visitors' parking to access the education center.

### Sentara Heart & Vascular Center

Enter the hospital campus using the entrance at River Rock Parkway (closest to I-95) to access visitors' parking past the Hylton Education Center.

### Free valet parking and shuttle bus service

Enter the hospital campus from Potomac Center Boulevard and follow the signs to the Main Entrance (at the Flagpoles). Free valet parking is available at the Main Entrance and the Century Building. A free shuttle bus is available to take patients and visitors from the parking lots to the Hospital and other areas on campus. The shuttle bus route runs approximately every 15 minutes.

Shuttle bus services are not available on weekends.



### Sentara Heart & Vascular Center



### Inpatient tower

- Patient Rooms
- Cardiac & medicine
- ICU & IMCU
- Medicine & surgery
- Oncology & medicine



### Century Building

- Imaging
- Sentara Cancer Network Resource Center
- Sentara Medical Group
- Sentara Therapy Center



### Sentara shuttle stops 571-263-0496

- Main Entrance
- Sentara Heart & Vascular Entrance
- Century Building Entrance
- Patient & Visitor Parking Lots



### Public transit

- Located at the corners of Opitz and Potomac Center Boulevards



### Hylton Education Center

- Conference Rooms A-H

# Important things to consider

**Who will be my support person/point of contact for updates from my care team while I am in the hospital?**

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**Did I tell a member of my care team about all the prescription medications, over-the-counter medications, vitamins or supplements I currently take?**

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**Do I know who is taking care of me? (care team: doctors, nurses, technicians)**

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**Do I have any personal items that need to be secured or sent home with a family member?**

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**Do I know my room number and how my family can contact me?**

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A directory of Inpatient Nursing Stations is on the inside back cover.

# Getting to know your room



- (A) Oxygen flowmeter
- (C) Over-bed table
- (E) Pull-out bed
- (B) Clinical staff computer
- (D) Television
- (F) Closet for personal belongings

## Call bell

Each room is equipped with one of two call bell units. Should you require assistance from a member of your care team, press the red nurse image on your call bell and a member of your care team will assist you.

### Call bell A



### Call bell B



# Communication board

The communication board located on the wall in your room will be used daily to keep you informed and involved in your care.

- Your care team will update important information on your communication board.
- Your care team wants to ensure that your needs and preferences are being addressed, and that we keep you and your family up-to-date about your care.
- The goal of the communication board is to keep communication open and constant between you and your care team.
- There is a section on the communication board for you or your family to ask questions throughout your stay in the hospital.

You will have a communication board similar to the one shown.

The communication board form is divided into several sections:

- Top Section:** Fields for Date, Expected Discharge Date, Room Number, Room Phone, Preferred Name, and Family Contact Name. Includes the SENTARA logo.
- YOUR CARE TEAM:** A list of roles with corresponding icons and phone number fields: PROVIDER, NURSE, NURSE CARE PARTNER, CHARGE NURSE, PATIENT REPRESENTATIVE, CASE MANAGEMENT, and THERAPY.
- YOUR CARE PLAN:** A section for patient goals and diet instructions. Includes checkboxes for "Do not eat or drink (NPO)" and "Diet:", and a "DIET" dropdown menu.
- PLAN FOR THE DAY:** A section for daily planning with multiple lines for notes.
- QUESTIONS FOR PROVIDERS:** A section for asking questions with multiple lines for notes.
- Bottom Section:** A red banner with the text "Family Initiated Rapid Response Safety Team FIRrst: Dial 5-5555".



# Accommodations

## Your belongings

We encourage you to leave personal belongings at home. In the event you are unable to send valuable items such as money, keys, jewelry, credit cards, and other small valuables home, you may ask to have them stored in our safe. To keep personal items secure, you should:

- Place eyeglasses and hearing aids in a case in the top drawer of your bedside table or in another secure place when not using them.
- Place dentures in a denture cup in the top drawer of your bedside table or in another secure place—away from your food tray and the bed linen.
- Store clothing in your room closet, bedside table, or suitcase.

The hospital is not responsible for lost or stolen items.

## Personal care items

You will be provided toiletries for your stay. These items include soap, shampoo, a toothbrush, toothpaste, and a comb. Should you require additional items, please do not hesitate to ask a member of your care team.

## Alarms

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms, or medicine pumps.

If an alarm is not answered after a short period, please tell a nurse or push your patient call button to request assistance from a member of the clinical team. Do not try to turn off the alarm yourself.

## Telephone

To make a phone call, press the red on/off button (this button will light up when on). To call a friend or family member, press 9 and dial the phone number you wish to reach. Outgoing calls can be made to local numbers only. To reach a member of your care team, please dial the extension provided.

To end the call, press the red button once again (the red light will turn off). You may also receive calls during your stay. Your family and friends can reach you by dialing 703-523-0 and your room number.

## Hand sanitizing stations

We encourage families and guests to sanitize their hands frequently with the hand sanitizing stations provided throughout the hospital. Ask anyone who has contact with you if they have cleaned their hands.

## Your bed

Beds are fully adjustable for sitting up or reclining. Bedside rails have controls for the bed, TV, and a nurse call button.





# Your care team

We have a highly-trained healthcare team working together to provide you with quality care. Below is a guide to help you clearly identify care team members you may encounter during your stay based on the color of their uniform.



**Administrative Assistant**  
**Hunter green**

Provides clerical and administrative functions and assists customers.



**Emergency Department Tech**  
**Light blue**

Primary responsibilities include lab draws, EKGs, and assisting the nurses and doctors with patient care.



**Laboratory**  
**Cranberry**

Performs laboratory tests, interprets documents, and reports results.



**Licensed Practical Nurse**  
**Dark brown**

A person who has graduated from an accredited school of nursing and has become licensed to provide basic nursing care under the supervision of a physician or registered nurse.



**Monitor Surveillance Technician**  
**Tan**

Observe patient telemetry monitors and interpret basic cardiac rhythms. Then they report their findings to the nurse and/or physician.



**Nursing Care Partner**  
**Teal**

Unlicensed care team member who is accountable to and works under the direct supervision of a professional nurse to implement delegated aspects of nursing care.



**Pharmacy**  
**Silver**

Prepare medications under the direction of a pharmacist.



**Registered Dietitian**  
**Eggplant**

Provides nutritional counseling to patients to help treat/improve a wide range of medical conditions.



**Physical Therapy/Occupational Therapy/Speech Therapy**  
**Purple**

Assesses needs and recommends treatments for patient's physical, daily living, and speech needs.



**Radiology**  
**Gray**

Conducts general diagnostic radiological imaging studies of patients.



**Registered Nurse**  
**Navy blue**

Primarily cares for patients by monitoring them, administering medications, consulting with healthcare providers, updating patient records, and educating patients and their families.



**Respiratory Therapist**  
**Black**

Pulmonary management in identifying and implementing physician-directed respiratory care interventions for an individual or a group of patients.



**Patient Transporter/  
Patient Safety Associate**  
**Olive green**

Transports patients to and from rooms to treatment areas. Trained to observe and assist patients.



**Volunteers**  
**Red**

Adult and junior volunteers help direct guests, answer phones, monitor entrances, assist with tasks in various units of the hospital, and run the gift shop.



## During your stay

### **Parking, valet, and shuttle bus service**

Free valet parking is available to anyone visiting our facility at the main entrance Monday through Friday (except holidays), 7:00 a.m. to 6:30 p.m. To access valet parking, enter the hospital campus using the entrance at Potomac Center Boulevard.

General patient parking is available outside of the main and emergency department entrances. A courtesy shuttle bus is available to take patients and visitors from the parking lots to the hospital and other areas on campus Monday through Friday (except holidays), 8:30 a.m. to 4:30 p.m. The shuttle bus route runs approximately every 15 minutes and can be reached by calling 571-263-0496.

Valet and shuttle bus services are not available on weekends.

### **ATM**

ATMs are located on the first level near the main entrance (across from the cashier) and on the garden level next to the Garden Café.

### **Your meals**

#### **Dining services**

Our menu features daily Chef Specials as well as comforting “Always Available” items. Our skilled chefs prepare each meal using the freshest ingredients tailored to your prescribed diet. We have additional seasonings available that you can request to suit your personal taste. If you have questions about your diet, please contact 703-523-2049 to request a Registered Dietitian to assist you.

## Dining team

A member of the dining team will visit you during your hospitalization to provide you with a menu, discuss your prescribed diet, and take your meal order. They will assist you with selections on our menu based on your prescribed diet and personal preferences. They will also return after your meal to remove your tray and take your next meal order.

## Meal delivery times

Breakfast: 7:30 – 8:30 a.m.

Lunch: 11:30 a.m. – 12:30 p.m.

Dinner: 4:30 – 6 p.m.

## Guest meals

Guests are welcome to visit Market Coffee, the Garden Café, or purchase a meal voucher to have a meal delivered to your room. To purchase a meal voucher, please visit Market Coffee, located on the 1st floor near the main entrance. Meal voucher orders are placed at the time of patient orders.

## After hour meals

Please contact a member of your care team for meal options outside of listed meal delivery times.

## Garden Café

The Garden Café offers breakfast, lunch, and dinner options and is located on the garden level, near the visitor's entrance. The café is easily accessible from the visitor's entrance and patient rooms.

Open daily: 7 a.m. – 7 p.m.

Breakfast: 7 – 10 a.m.

Lunch: 11 a.m. – 2 p.m.

Dinner: 5 – 7 p.m.

## Market Coffee

Market Coffee offers light snacks and specialty coffee. It is located on the first level across from the gift shop near the main entrance.

Open Monday–Friday, 7:00 a.m. – 5:00 p.m.

## Vending machines

For your convenience, vending machines are available 24 hours a day. They are located throughout the hospital, in the waiting areas of each inpatient unit on the 1st, 2nd, and 3rd floors, as well as the Emergency Department lobby and Women's Health waiting area.

## Gift shop

The gift shop is located on the first floor, past the lobby and across from Market Coffee.

Hours may vary. Please contact 703-523-1350 to confirm.

## Cellphones

Cellphone charging stations are available in all the visitor lobby areas.

## Housekeeping

Environmental Care Services (EVS) are available 24 hours a day, 7 days a week. If you find your room in need of cleaning, please notify a member of your care team.



**Free WiFi network:  
CARE4U**

## Chaplains and spiritual care services

Emotional and spiritual support services are available to all patients.

- The Interfaith Chapel is located on the main level and is open 24/7.
- The Healing Garden is also open 24/7, and is located outside the Sentara Heart and Vascular Center. Please let a member of your care team know if you would like to visit the garden.
- The Spiritual Care and Chaplaincy Office is open Monday through Friday, 9:00 a.m. to 6:00 p.m. Call 703-523-0680 during and after hours, to contact the office. After hours calls will be sent to the on-call Chaplain.

## Advanced care planning

Advanced care planning allows loved ones to make medical decisions for you in the event that you are no longer able and is the best way to make sure your wishes are respected. Our chaplaincy and nursing staff are available if you wish to receive more information regarding advanced care planning. Please contact a member of your care team for more information.

## Visiting the hospital?

Thank you for taking the time to support your loved one's care and recovery. See page 21 for important visitor information.

## Patient advocacy

To help facilitate open communication, Sentara hospitals employ Patient Advocates— staff members who serve as liaisons between patients, their family members, and the appropriate hospital staff.

Patient Advocates visit patients to help with problem solving and to address questions, concerns, and complaints. They field questions about hospital services or level of care provided, patient rights, and hospital policies and practices. They speak out on behalf of patients and their families and document all concerns, sharing regular written reports with the appropriate managers.

If you have a question, concern, or compliment you would like to share with a Patient Advocate, please call 703-523-0985.

## Communication needs

Sentara offers a variety of interpretive and communication services to ensure effective communication with our patients, families, and visitors. We offer interpretation for over 300 languages through video remote, in person, and over the phone interpretation. Should you wish the use of one of these services please inform a member of your care team.



# Important things to know about your stay

## **Emergencies: Family Initiated Rapid Response Team**

If your family members notice a change in your condition that our staff might not see, they should talk to the nurse right away or dial 5-5555 on your hospital phone to contact the First Response Team and press the call button so the nursing staff can respond quickly.

## **Internet connectivity**

Complimentary wireless internet service is available to patients and visitors for cell phones, tablets, and laptops. To connect, please select Care4u from the list of available wireless networks.

No password required.

## **Visiting hours**

Sentara supports a philosophy of healing that involves patient-centered care. We invite patients to have guests 24 hours a day 7 days a week with the exception of a few restricted access units. Please visit [sentara.com/nova](http://sentara.com/nova) for the most current visiting hours and policies.

### **General exceptions**

Sentara supports an open visitation policy on all patient units. However, for patient safety, the following units have restricted access: Women's Health, Intensive Care Unit, Emergency, and Procedural Areas.

### **Below are some general guidelines:**

- All visitors are required to stop at the reception area, share a photo ID along with their destination, and receive a photo visitor badge.
- Photo visitor badge must be placed prominently on upper part of torso, visible for staff to see at all times.
- If a patient is in isolation for any reason, visitation will be limited.

- Visitors must dress appropriately, and must wear shirts and shoes.
- People with colds, sore throats, or any contagious diseases should not visit patients.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.
- The patient has the right to have the clergy of their choosing visit them.
- For the health and safety of children under 12 years of age, a supervising adult, other than the patient, must be with them at all times.

Visitation guidelines may change during high infectious disease seasons, such as influenza.

## **Your rights and responsibilities**

As our patient, we respect and honor your rights. Please review the Patient Rights and Responsibilities on page 25 of this handbook to understand your rights and responsibilities as a patient at Sentara Northern Virginia Medical Center.

## **Privacy and confidentiality**

- We may limit the number of guests at one time due to space restrictions and out of respect for other patients. As a courtesy, cell phones should be placed on vibrate and conversations should take place in areas that will not affect other patients or interfere with patient care.
- Photography, videotaping or any form of live streaming (such as Facebook Live), including the use of camera phones, is not allowed on premises unless a consent form has been signed. No pictures, traditional videos, or live streaming videos, may be taken of other patients, visitors, equipment, or staff without specific written permission.
- To respect confidentiality and the privacy of other patients, visitors should remain in their family member's room.



## **Smoke-free hospital**

Sentara Northern Virginia Medical Center is a smoke-free and vape-free campus. Smoking and vaping are not allowed on the hospital campus.

## **Fire safety**

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In a real emergency, hospital staff will tell you what to do.

## **Lost and found**

If you have lost an item while in the hospital, contact our security office at 703-523-1570.

# Language assistance services

## Amharic | አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል።  
ወደ ሚከተለው ቁጥር ይደውሉ 844-809-6648.

## العربية | Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متوافر لك بالمجان. اتصل برقم 844-809-6648.

## Bassa | Bassa

YI LÉ : I balè u mpòt Bassa, bot ba kòbòl mahòp yanga bayé ha i nyuu hola wè.  
Sébé! I nsinga ini: 844-809-6648.

## Bengali | বাংলা

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে।  
ফোন করুন 844-809-6648।

## Cambodian | ខ្មែរ

សំខាន់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរមិន អ្នក អាចទទួលបានជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ។  
សូមទូរស័ព្ទមកលេខ 844-809-6648។

## Chinese | 中文

注意：如果您讲中文普通话，则将为您提供免费的语言辅助服务。  
请致电 844-809-6648.

## فارسی | Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 844-809-6648 تماس بگیرید.

## French | Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.  
Appelez le 844-809-6648.

## German | Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
Rufnummer: 844-809-6648.

## Gujarati | ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલો છો, તો તમારા માટે ભાષા સહાય સેવાઓ નિ:શુલ્ક ઉપલબ્ધ છે.  
ફોન ક્રો 844-809-6648.

## Hindi | हिंदी

ध्यान दें : यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
844-809-6648 पर कॉल करें।

## Hmong | Hmoob

LUS CEEV: Yog koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj.  
Hu rau 844-809-6648.

## Igbo asusu (Ibo) | Asụsụ Igbo

NRUBAMA: O bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ dijiri gi n'efu.  
Kpọọ 844-809-6648.

## Japanese | 日本語

重要：日本語を話される場合、無料の言語支援サービスをご利用いただけます。  
844-809-6648 へお電話ください。

## Korean | 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.  
844-809-6648 번으로 전화해 주십시오.

## Laotian | ພາສາລາວ

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 844-809-6648.

## Russian | Русский

ВНИМАНИЕ! Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.  
Звоните 844-809-6648.

## Spanish | Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.  
Llame al 844-809-6648.

## Tagalog | Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyo ng tulong sa wika. Tumawag sa 844-809-6648.

## اُردُو | Urdu

توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ کال کریں 844-809-6648.

## Vietnamese | Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.  
Gọi số 844-809-6648.

## Yoruba | èdè Yorùbá

ÀKÍYÈSÌ: Tí o bá n sọ èdè Yorùbá, àwọn isẹ̀ irànlọ̀wọ̀ èdè wà fún ọ ní òfẹ́.  
Ẹ pe ẹrọ ibánisọrọ̀ yìi 844-809-6648.



## Washing your hands

### Why should I wash my hands?

One of the most important things we can do to avoid getting sick and spreading germs is washing our hands. The Centers for Disease Control and Prevention (CDC) says that hand washing is one of the “most important means of preventing the spread of infection”; it is the first line of defense for infectious diseases. Remember: It is okay to ask your doctors if they have washed their hands.

### When should I wash my hands?

- Before making or eating food
- After going to the bathroom
- After changing diapers or cleaning up someone who has gone to the bathroom
- Before and after taking care of someone who is sick
- After blowing your nose, coughing, or sneezing
- After handling an animal or animal waste
- After handling garbage
- Before and after treating a cut

### What happens if I do not wash my hands?

When you do not wash your hands, you risk picking up germs that are unaffected by common antibiotics (drugs). These antibiotic-resistant germs can spread and make you or others sick.

### How should I wash my hands?

- Wet your hands with clean running water and apply soap. Use warm water if you can.
- Rub your hands together to make a lather, and scrub the front and back of your hands and fingers.
- Continue rubbing hands for 20 seconds.
- Rinse hands well under running water.
- Dry your hands using a paper towel or air dryer. Use your paper towel to turn off the faucet if you can.

### What if soap and water are not available?

Use an alcohol-based gel to clean your hands. The nursing staff can give you hand sanitizing wipes. These wipes work the same way as alcohol-based gel. Ask a staff member if you have not already been given a pack of wipes.

### When using an alcohol-based hand sanitizer:

- Apply the product to the palm of one hand.
- Rub hands and fingers together until hands are dry.



# Questions for you to ask during your stay

You have the right to ask questions and get responses from your doctor or nurse that make sense to you. Share your answers to these questions with hospital staff so we can help.

## Things to share:

- Do you or your caregiver have any communication needs?
- Do you need hearing aids or other devices?
- Do you prefer to read or have someone read health information to you?
- Do you have any cultural, ethnic, or religious-based needs we need to know?
- Who is your support person who can talk with hospital staff about your care?

## Here are some examples of questions you may ask:

- What exercises are good for me?
- What should I eat?
- What activities or foods should I avoid?
- When are my next appointments?
- What issues should I watch for?
- When and how should I report problems to a doctor or nurse?

We encourage you and your caregiver to listen to and speak openly with staff during your stay. Keep an eye out for information from us on the communication board in your room. We also suggest that you:

- Write down what your doctors and nurses say or ask for written instructions.
- Make lists of what needs to be done and who can help.
- Ask questions until you understand and get the answers you need.

Talk with our staff, such as social workers, physical therapists, and chaplains, about your care or any other help you may need. Our team is here to help guide you and make sure you understand everything related to your care. Please ask questions if anything is unclear.



# Take charge of your care

You are the most important member of your healthcare team.

## Speak up

Ask questions and voice concerns. It is your body.

## Pay attention

Make sure you are getting the right treatments and medicines.

## Educate yourself

Learn about the medical tests you get and your treatment plan.

## Find an advocate

Pick a trusted loved one or friend to be your advocate or support person.

## What medication and why

Know what medicines you take and why you take them.

## Plan early

Prepare yourself for a healthy recovery and a successful transition from the hospital.

## Remember

### Ask questions

If you hear a term you do not know, ask what it means.

### Teach back

After you hear instructions or an explanation, repeat back what you heard to make sure you understand.

### Take notes

Write down any key facts your doctor tells you in the notes section at the back of this patient guide.

# Privacy and health information

A federal law gives you privacy rights and protects your health information. This law sets rules on who can read and receive your information. These rights are important for you to know.

## Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, other healthcare providers, their vendors, health insurance companies, including HMOs, and government programs

## What information is protected?

- Information your doctors, nurses, and other providers put in your medical records
- Information about you in your health insurer's computer system
- Billing information

## What rights do you have over your health information?

- Providers and health insurers must obey your right to:
  - » Ask to see and get a copy of your health records
  - » Make corrections to your health information
  - » File a complaint

## What are the rules and limits on who can see and receive your health information?

Your health information can be used and shared in a way that is secure and doesn't interfere with your healthcare:

- For your treatment and care coordination
- To protect the public's health, such as reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

## Social media and privacy

Please remember to respect the privacy of the people around you if you are on social media while you are a patient at sentara. These people include other patients, their families/friends, and sentara staff.

- Sentara staff cannot accept a "friend" or "follow" request from you.
- Sentara staff cannot send you a "friend" or "follow" request on social media.
- Please be aware of your providers' privacy, professional boundaries, and confidentiality. Do not post pictures of other patients or staff on social media.

Thank you for protecting the privacy and confidentiality of our patients and sentara staff.

## Right to escalate concerns

You can file a complaint if you think your rights are being denied or your health information is not being protected. File with your provider, health insurer, the U.S. government, or through the sentara patient advocate at 1-800-sentara, TDD: 711.

## Contact 757-507-7100 for copies of medical records

Another law gives more privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [samhsa.gov](http://samhsa.gov).

U.S. department of health & human services  
office for civil rights.

## Prevent medicine errors

Be sure your doctors and nurses know:

- All the prescriptions, over-the-counter medicines and herbal or vitamin supplements you take
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check)

## Monitoring your medications

It's important to know what medications you are taking and why.

### Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? What is the generic name for it?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Do I need to avoid any foods, drinks, or activities?
- What do I do if I miss a dose?

### Remember, take charge of your medicines

Think you are due for your next dose? Wondering if a new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Just ask!



# Pain

Pain after a procedure (post-procedure pain) is normal and expected. These tips can help you stay as comfortable as possible.

## Taking pain medications

- Take medications on time. Do not wait until the pain is severe.
- Only take the medications your doctor tells you to take. Do not take more than prescribed.
- Take pain medicine with food to avoid an upset stomach.
- Do not drink alcohol while using pain medicine.

## Types of pain medications

Pain medications include non-narcotics and narcotics.

### Non-narcotics:

- Over-the-counter (such as acetaminophen\* and ibuprofen) or prescription
- Relieve mild to moderate pain; some reduce swelling
- Possible side effects include upset stomach and bleeding

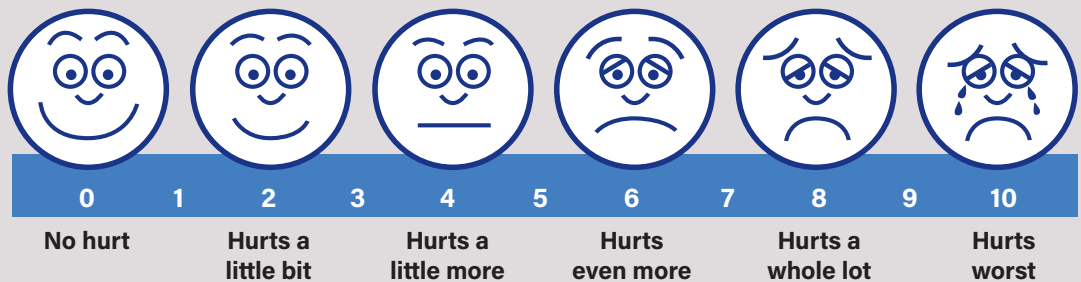
\*Do not take Tylenol (acetaminophen) if taking any narcotic containing Tylenol/ acetaminophen. Ask your pharmacist if you are unsure.

### Narcotics (opiates):

- Requires a prescription
- Relieve severe pain
- Possible side effects include upset stomach, nausea, and itching
- May cause constipation (to help prevent this, eat high-fiber foods and drink lots of water)

## Pain scale

Talk to your doctor or other support services in your area for pain management.



# Preparing you for leaving the hospital

Did you know some patients return to the hospital after their stay? We know that returning to the hospital is the last thing you want to do. At Sentara, we want to do everything we can to prepare you for the next steps in your recovery. Our goal is to help you finish recovering from the comfort of your home or next care facility.

## **There are many things you need to do to take care of yourself after you leave the hospital.**

You need to:

- See your doctor, ideally within seven days
- Take your medicines
- Exercise
- Eat healthy foods
- Know who to call with questions or concerns

There is space on the last page of this book to write down important numbers.

You can view the “Preparing You for Leaving the Hospital” video at any time at [sentara.com/leavinghospital](http://sentara.com/leavinghospital).

## **Questions to ask your doctor or discharge nurse before discharge:**

- What number can I call 24 hours a day if I have questions or concerns? Who is my contact?
- Has my follow-up appointment been scheduled? With whom? Do I have a ride there?
- What are key warning signs I need to watch for? Who do I call if they happen?
- What special devices do I need? What special instructions do I need (wound care, injections, etc.)?
- What kinds of activities and foods are limited? For how long?
- Can the doctors caring for me after my stay access my test results and medications? Do I need follow-up tests?
- Are my new medicines safe to take with my other medicines, vitamins, or supplements?
- How and when do I take my medicines? How do I fill my prescriptions?
- Who will provide the extra personal, home, or healthcare services I may need?
- Who can help me if I have concerns about medical costs?





## How to avoid coming back to the hospital

During your stay at Sentara, the doctors and staff will help you prepare to leave the hospital. You and your caregiver can use this checklist to determine what you can do to help.

### Instructions

- Use this checklist early and often during your stay.
- Talk to your doctor and staff about the items on this checklist.
- Check the box next to each item when you and your caregiver complete it.
- Use the notes column to write down anything important (like names and phone numbers).
- Skip any items that do not apply to you.

### Follow-up care

It is very important that you come to your follow-up appointment. Your doctor will examine you and review your treatment plan to ensure you are recovering. This will help us address any problems that may cause you to return to the hospital. We may adjust your care plan to prevent that from happening.

You will need to see one of your doctors within seven days after you leave the hospital. Our staff can help you and your caregiver make these follow-up appointments.

You may also receive phone calls after you leave the hospital. These calls let us know that you are doing well and have everything you need.

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you.

Talk to your Care Coordinator or Social Worker for help finding the right after-hospital care.

# How to avoid coming back to the hospital

During your stay at Sentara, the doctors and staff will help you prepare to leave the hospital. You and your caregiver can use this checklist to determine what you can do to help.

## Instructions

- Use this checklist early and often during your stay.
- Talk to your doctor and staff about the items on this checklist.
- Check the box next to each item when you and your caregiver complete it.
- Use the notes column to write down anything important (like names and phone numbers)
- Skip any items that do not apply to you.

If you have questions regarding your discharge plan or concerns about being released prematurely, please consult with your physician or case manager for assistance.



## Checklist for discharge

Make sure you have the following information before you leave the hospital.

### Discharge summary

This is why you were in the hospital, who cared for you, your procedures, and your medicines.

### Medicines list

This lists all your new and past prescriptions, over-the-counter medicines, vitamins, and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also, make sure you know why, how and when to take each one.

### Prescriptions

Check that your pharmacy has your new prescriptions and you know how to fill them.

### Follow-up care instructions

Beyond medicines, this can include:

- Foods or activities to avoid
- Tests or appointments
- How to care for incisions or use devices
- Warning signs to watch for
- Daily living adjustments (like how to get in and out of bed)
- Who to call with questions

### After-hospital services

Know how much support you will need in these areas:

- Personal care: bathing, eating, dressing, toileting
- Home care: cooking, cleaning, laundry, shopping
- Healthcare: taking medicines, doctor's appointments, physical therapy, wound care, injections, medical devices
- Local resources: ask your Care Coordinator for help finding local after-care services or other support groups

### Try the teach-back method

Repeat back what the Care Coordinator says to make sure you fully understand.



# Patient resources

## Primary care doctor

- In-person & telehealth appointments
- Check ups & annual physicals
- Flu shots & other vaccines
- Common illnesses (mild flu- or cold-like symptoms)
- Ear pain
- Frequent/painful urination
- Mild to moderate asthma
- Nausea, vomiting, or diarrhea
- Migraines/headaches
- Health screenings & routine tests
- Mental health concerns
- Unexplained weight changes
- Ongoing/chronic medical conditions such as diabetes, pre-diabetes, COPD, hypertension, etc.

## Primary care locations

### Sentara Medical Group

2280 Opitz Blvd., Suite 250  
Woodbridge, VA 22191

12825 Minnieville Rd., Suite 202  
Lake Ridge, VA 22192

3600 Pointe Center Ct., Suite 110  
Dumfries, VA 22026

4500 Pond Way, Suite 170  
Woodbridge, VA 22192

95 Dunn Dr., Suite 123  
Stafford, VA 22556

## iwantsentaramedicalgroup.com

1-844-615-1237

## Urgent care

*Same day/extended after hours,  
walk-in service & short wait times*

- Non-life threatening concerns
- Cold/flu symptoms
- Vomiting or diarrhea
- Cough
- Sore throat
- Fever
- Ear pain
- Sinus conditions
- Bug bites or small animal bites
- Sprains, strains or fractures
- Simple cuts/lacerations
- Rashes
- Minor burns

## Urgent care location

### Velocity Urgent Care - In partnership with Sentara Healthcare

16422 Navigation Dr.  
Woodbridge, VA 22191

### velocityuc.com

571-297-1437

## Sentara Family Health Connection

(Medical services may be available for qualified uninsured patients.)

703-523-0998

## Emergency Room

*Open 24/7*

- Serious life or limb threatening emergencies
- Chest pain or difficulty breathing
- Sudden loss of consciousness
- Head or eye injury
- Bluish skin color
- Numbness in limbs or face
- Sudden dizziness or confusion
- Persistent vomiting
- Open bone fracture/wounds
- Severe burns
- Anaphylactic shock
- Slurred speech
- Vaginal bleeding with pregnancy
- Poisoning or overdose

## Call 911 if you are having a life threatening emergency.

## Emergency room locations

### Sentara Northern Virginia Medical Center

Level III Trauma Center  
2300 Opitz Blvd.  
Woodbridge, VA 22191  
703-523-1470

### Sentara Lake Ridge

12825 Minnieville Rd.  
Woodbridge, VA 22192  
(across from Tackett's Mill Shopping Center)  
703-523-9800

# Patient resources

## Imaging services

**Sentara Northern Virginia Medical Center**  
2300 Opitz Blvd.  
Woodbridge, VA 22191  
703-523-1560

**Sentara Advanced Imaging Center - Century**  
2280 Opitz Blvd., Suite 100  
Woodbridge, VA 22191  
703-523-1560

**Sentara Advanced Imaging Center - Lake Ridge**  
12825 Minnieville Rd., Suite 100  
Woodbridge, VA 22192  
703-523-1560

**Sentara Heart & Vascular Center**  
2300 Opitz Blvd.  
Woodbridge, VA 22191  
703-523-1980

**Sentara Northern Virginia Medical Center Mobile Mammography**

The mobile mammography unit brings mammography to local businesses, churches, and other convenient locations to provide easier access for this important screening tool.

For more information or to schedule the mobile mammography van for a specific location, please call 703-523-1997.

## Lab services

**Sentara Northern Virginia Medical Center**  
2300 Opitz Blvd.  
Woodbridge, VA 22191

Monday – Friday  
7 a.m. – 4:30 p.m.

Saturday  
8 a.m. – 12 p.m.

NOTICE: Please call ahead to confirm hours of operation. Holidays may also affect hours. Please call before arriving.

For information on Sentara lab services, please call 703-523-1301.

- Walk-ins welcome during lab operation hours.
- Electrocardiograms (EKGs) are performed here Monday – Friday.
- Last registration 30 minutes prior to closing.

**Sentara Lake Ridge**  
12825 Minnieville Rd., Suite 100  
Woodbridge, VA 22192

Monday – Friday  
7 a.m. – 3:30 p.m.

- Walk-ins welcome during lab operation hours.
- Electrocardiograms (EKGs) are performed here.
- Last registration 30 minutes prior to closing.

## Therapy services

**Sentara Therapy Center Century**  
2280 Opitz Blvd., Suite 210  
Woodbridge, VA 22191  
Scheduling 855-852-9066

**Sentara Therapy Center Dumfries**  
3600 Pointe Center Ct.  
Dumfries, VA 22026  
Scheduling 855-852-9066

**Sentara Therapy Center Reid's Prospect**  
4565 Daisy Reid Ave., Suite 215  
Woodbridge, VA 22192  
Scheduling 855-852-9066

**Sentara Therapy Center Stafford**  
95 Dunn Dr.  
Stafford, VA 22556  
Scheduling 855-852-9066

**Cardiac & Pulmonary Rehabilitation at Sentara Northern Virginia Medical Center**  
2300 Opitz Blvd.  
Woodbridge, VA 22191  
703-523-1280

**Outpatient Infusion Center at Sentara Northern Virginia Medical Center**  
2300 Opitz Blvd.  
Woodbridge, VA 22191  
703-523-0640  
Fax: 703-670-4098

**Sentara Diabetes & Nutrition  
Management**

2296 Opitz Blvd., Suite 320  
Woodbridge, VA 22191  
703-523-0590  
Fax: 844-812-4052

**Sentara Wound Healing Center**

2296 Opitz Blvd., Suite 130  
Woodbridge, VA 22191  
703-523-0660  
Fax: 571-542-9965





# Medication tracker

Medications

## Sentara home health services

Whether you need nursing care, home rehabilitative services, home pharmacy/infusion services, remote patient monitoring, or a personal emergency response system, our central intake specialists are trained to assist you.

Home health services can be requested by a patient, physician, friend, or family member. A physician may prescribe home care for a patient as follow-up care after surgery or a major illness. Patients can be eligible for home health services regardless of prior hospitalization.

Our financial counselors can help determine insurance reimbursement and file the necessary paperwork. We accept most major insurances including Medicare and Medicaid and are accredited by the Accreditation Commission for Health Care (ACHC).

**Sentara Home Health Services**

3800 Fettle Park Dr., Suite 102  
 Dumfries, VA 22025  
 571-285-1820  
 Toll free: 800-HOMECARE

[sentara.com/getcarenow](http://sentara.com/getcarenow)

Taken for	Dose	Frequency	Time taken				Date started or stopped

# Make a plan

Action items	Notes
<b>What's ahead?</b>	
Ask where you will get care after you leave the hospital.	
If you have a caregiver, give their name and phone number to your nurse.	
<b>Your health</b>	
Ask the staff about your diagnosis and what you can do to help yourself get better.	
Ask about problems to watch for and what to do if you develop them.	
Ask to review your medication list before discharge.	
Ask if there are any new medicines you need to start taking.	
<b>Recovery and support</b>	
Ask if you will need medical equipment and who will arrange for this.	
Ask about any activities to avoid, such as bathing, cooking, and exercise.	
Ask if there are any tasks or special skills that you and your caregiver need to learn.	
Ask your Social Worker or Care Manager about what your insurance will cover.	
Ask for written discharge instructions.	
Know when your next follow-up appointment will be.	Date  Time  Provider



## Understanding/Paying your bill

Sentara offers many ways to pay your bill — online, via mail, on the phone, or at a payment location near you.

You may receive one of two types of bills: a physician bill for services provided at your doctor's office and/or a hospital bill for services provided at one of our hospitals.

We are here to help you with your billing questions. Please call our billing representatives at the numbers below or visit [sentara.com/billing](https://www.sentara.com/billing).

### **Sentara hospital billing**

Call Customer Service at 757-233-4500.  
Hours: Monday – Thursday, 8:30 a.m. – 5 p.m.  
Friday, 8:30 a.m. – 4:30 p.m.

### **Sentara physician billing**

Please contact our Sentara Physician Billing Customer Service Department for any billing concerns or send an inquiry through the Sentara App.

Hours: Monday – Friday, 8 a.m. – 4:30 p.m.  
Phone: 757-252-2900  
Toll-free: 888-236-2263

## Requesting your medical record

To get a copy of your medical record, visit the section “Request Your Medical Records” on [sentara.com/patientguide](http://sentara.com/patientguide). From there, choose your hospital to find your authorization form. After you print out and complete the form, mail or fax it to the facility or hospital listed below. If you have more questions about your medical records or health information, please call the phone number listed for the facility that provided your services.

**Mailing address:**

**Sentara Northern Virginia Medical Center  
Health Information Management**

2300 Opitz Blvd.  
Woodbridge, VA 22191  
Phone: 703-523-1930  
Fax: 757-648-8209

**For SMG practices, Home Health and Hospice  
fax or mail authorization to:**

**Health Information Management**

Attention: Release of Information  
824 North Military Highway, Suite 100  
Norfolk, Virginia 23502  
Phone: 757-507-7110  
Fax: 757-995-7366





# TV channel guide

Your call bell also serves as the TV remote.

You can find visual instructions on how to operate your remote on page 11.

<b>1</b>	Sentara Channel
<b>2</b>	Channel Guide
<b>3</b>	ABC (WJLA)
<b>4</b>	NBC (WRC)
<b>5</b>	CBS (WUSA)
<b>6</b>	FOX (WTTG)
<b>7</b>	MNT (WDCA)
<b>8</b>	CW(WDCW)
<b>9</b>	ION (WPXW)
<b>10</b>	MyTV (WDCA)
<b>11</b>	PBS (WETA)
<b>12</b>	Univision (WFDC)
<b>13</b>	AccuWeather
<b>14</b>	FOX News
<b>15</b>	FOX Business News
<b>16</b>	CNBC
<b>17</b>	CNN
<b>18</b>	CNN Headline News
<b>20</b>	MSNBC
<b>20</b>	Bloomberg
<b>21</b>	CSPAN
<b>22</b>	CSPAN 2
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