



MedStar Health

Welcome guide and information handbook

MedStar National Rehabilitation Hospital



It's how we **treat people.**

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Welcome from the hospital president



Welcome to MedStar National Rehabilitation Hospital (MedStar NRH), where our dedicated healthcare team is committed to delivering exceptional care and outstanding customer service. As the leading acute rehabilitation hospital in the region and a proud member of MedStar Health, we are fully devoted to guiding you along your journey to recovery. We thank you for selecting us as your trusted medical rehabilitation provider.

Within the pages ahead, we will address any questions you may have regarding your acute inpatient rehabilitation stay. While your time at MedStar NRH marks an important milestone in your recovery journey, it represents just one step towards achieving your ultimate goals. Throughout your inpatient stay, our dedicated multidisciplinary team will collaborate with you to effectively manage your medical conditions, enhance your strength, function, and guide you in all aspects of the recovery process.

We have assembled a team of exemplary professionals who are committed to delivering the highest standard of compassionate rehabilitative care. With utmost confidence, we assure you that our Team Members will prioritize your well-being throughout your entire hospitalization, from the moment you arrive until your planned discharge. Our approach revolves around emphasizing your abilities rather than your disabilities. At MedStar NRH, we are not only a world-class hospital but also a medical rehabilitation network that grants you access to:

- The finest acute inpatient rehabilitation services available with experts in physical therapy, occupational therapy, speech language pathology, rehabilitation nursing, psychology, therapeutic recreation and other disciplines to help you reach your goals
- Specialized physicians with expertise in rehabilitation medicine
- Coordinated outpatient care tailored to your needs
- More than 50 outpatient sites conveniently located throughout the region
- Home care provided by MedStar Home Health Care

Through this handbook, our primary objective is to provide you with an overview of what to expect during your stay with us and help prepare you for your return home, ensuring a seamless experience for you. We strongly encourage you to reach out to our admissions team at **202-877-1152**, who are readily available to address your needs and clarify any questions you may have.

Thank you for entrusting us with your care. We are honored to be a part of your recovery journey.

A handwritten signature in black ink, appearing to read 'John D. Rockwood'. The signature is fluid and cursive, with a large initial 'J'.

John D. Rockwood
President, MedStar National Rehabilitation Network and
Senior Vice President, MedStar Health

Your stay in the hospital

Thank you for choosing MedStar Health!

This information will help you and your loved ones take an active role in your treatment. It will be helpful in organizing your needs during your stay and after your discharge. Please let us know if there's anything we can do to help you during your stay.

What to bring for therapy

While at the hospital, you should have three to five changes of comfortable, loose fitting, wash and wear clothing (sweatshirts and sweatpants work well). All of your belongings should be labeled with your name. We suggest you bring the following items:

- Shirts, pants, shorts, and sweatshirts
- Socks and underwear
- Toiletries
- Gym or tennis shoes
- Pajamas

Laundry machines are available on site for patients and families to use. Please bring your own detergent.

A typical day

Morning

Your nursing team will give you medications and assist you as you prepare for your day's activities. Your nurse or therapist will assist you with your Activities of Daily Living (ADLs) including self-care tasks, bathing, dressing, and eating

breakfast. You will be expected to dress in regular clothing including shoes so that your therapy closely reflects how you will function in your home environment. You will then attend morning therapy sessions.

Noon

Break for rest and lunch period. If needed, a therapist may work with you during your lunch on swallowing and eating skills.

Afternoon

Therapy sessions and educational activities may continue until 5 p.m.

Evening

Dinner and visits with your family and friends will round out your day. Informal activities may take place in the evening as well.

Schedule

You will receive a paper schedule daily. This will indicate the type of therapy, start time, and the name of your treating therapist.



Your stay in the hospital

Visitor information

Visiting hours

Our team encourages visits from family and friends during your stay with us. Visiting hours are 10 a.m. to 8 p.m. daily. Hours may be modified under certain circumstances, such as when receiving caregiver training. Policies and guidelines are to be followed to ensure the comfort and well-being of all patients. Furthermore, We believe that all visitors have the right to be treated respectfully regardless of race, religion, sex, sexual orientation, gender identity/expression, cultural background, economic status, education or illness.

Visitor guidelines

- All visitors must register and receive a visitor badge at the Front Desk in the lobby. The badge must be visible at all times while in the hospital
- We ask that no more than two visitors be in the patient's room simultaneously. Ask your care team about public areas to host additional visitors
- Children are welcomed visitors. Those younger than 12 must be always accompanied by a responsible adult. Restrictions may apply when there is a concern for infectious transmission
- Refrain from sitting on the patient's bed and avoid using patient care equipment or patient restrooms
- Refrain from visiting if you have a cold, sore throat, or any contagious disease
- Observe precaution signs before entering the room. Please ask staff for clarification if needed
- Be considerate of other patients and our staff. Please see our Patient and Visitor Code of Conduct on page 26.

Healthcare support person

- Patients at MedStar NRH can have a support person for emotional support, comfort, and to alleviate fear.
- We strive to accommodate requests for a support person beyond normal visiting hours.
- Approval from the medical team and nursing supervisor is required.
- Restrictions are made if the chosen support person infringes on the rights or safety of others or if prohibited for medical reasons.

Leaving the unit

MNRH supports patients to practice learned skills throughout the hospital's environment. However, patients may not leave the unit without approval from his or her physician. And prior to leaving, must check out with the nurse and unit secretary.

Parking

Parking is available in the garages on the hospital campus, across from the front entrance (yellow garage) and adjacent to the hospital building (blue garage). Discounted parking is available through the parking office located on the first floor of the garage next to the MNRH building (blue garage). Parking Office Hours: 7:30 a.m. to 4 p.m. Monday-Friday.

Patient meal service

You will be visited by dining services staff to make menu selections based on the physician-ordered diet one day in advance of the meal. Patients will have an option of two entrees for each meal. Ask your dining services staff about our plant-based options available at all mealtimes.

Patient meals are scheduled for delivery during these times:

- Breakfast: 6:45 a.m. to 8 a.m.
- Lunch: 11:45 a.m. to 1:15 p.m.
- Dinner: 4:45 p.m. to 6:15 p.m.

Meal delivery times are based on your location in the hospital. If you have questions regarding your meal delivery times, please contact the **Nutrition Office** at **202-877-1876** and ask to speak with a supervisor or manager.

If you want to eat and/or purchase food in the Visitor/Staff Dining Room or Atrium Café, you must have a doctor's order to do so.

Special dietary needs will be taken into consideration, and religious and cultural needs will be accommodated.



Your stay in the hospital

About your room

All patient rooms are either semi-private (two patients per room) or private (one patient per room). Requests for private rooms will be honored as available. The following information explains important features about your room.

Call bells



- **Bedside call bell:** Use your hand-held call bell to call for assistance from your care team.
 - **Red Button:** If you need help or assistance, notifies your care associate (tech), nurse, or nursing station
 - **Water and Toilet Buttons:** Notifies your care associate (tech) directly
 - **Pain Button:** Notifies your nurse directly

Clinical equipment alarms

In the hospital, continuous monitoring may be necessary, including heart rate, blood pressure, vital signs, oxygen saturation, IV pumps, bed alarms, chair alarms, and video monitoring. These alarms are set to notify the nursing staff of potential changes in your condition. Please avoid touching the equipment as it can disrupt the nurse's ability to provide care. Instead, use your call bell to notify your nurse.

Signage

There are a variety of signs posted in your room to communicate features of your care. This information may include your mobility, self care needs, nutrition preferences, and your preferred method to communicate.

Equipment

There is a lot of equipment in your room. It is important to make sure they are organized, and that the walkways and tabletops are clear.

Internet access

To access the guest network:

1. On your device, search for available networks
2. Choose "MedStarGuest"
3. You will receive a security warning that you must agree to before you are able to browse the internet. Please read through the warning then click "Accept"

Mail Delivery

Incoming mail will be delivered to your room Monday through Friday and should be addressed to you at:

Your Name

Your Room Number

MedStar National Rehabilitation Hospital

102 Irving St., NW

Washington, DC 20010

Telephone

- Your room is equipped with a telephone.
- You may place outgoing calls 24 hours a day. Incoming calls are restricted between 10 p.m. and 7 a.m.
- iPads are available to allow you and your family to communicate. These are available and accessible on each unit. If you are interested in using one of the hospital's iPads, please speak with your nurse.
- Charging cords for mobile devices are available at the nursing unit if needed.
- Phone numbers are not assigned to patients who are on a non-published status.

How to make an outgoing call

Dial 9 - area code - phone number (for example **9-301-123-4567**)

Personal items

- **Provided Items:** We supply a toothbrush, toothpaste, mouthwash, skin care lotion, soap, and facial tissues.
- **Leave Valuables at Home:** Please refrain from bringing large sums of money, electronic devices, keys, jewelry, personal papers, medicines, and other valuables to the hospital. If you have them with you, consider sending them home with a friend or family member. Keep only small amounts of money for personal purchases.
- **Securing Valuables:** If you have personal valuables that need to be secured, notify your caregiver, who will inform Security.
- **Responsibility for Personal Items:** You are responsible for personal items like dentures, eyeglasses, hearing aids, and prosthetics. Store them in a safe place, such as the drawer in your nightstand, to avoid accidental loss or disposal.
- The hospital is not liable for lost or stolen personal items.

Housekeeping and linens

- Your room has been completely cleaned and disinfected prior to your arrival. Trash will be removed from your room twice a day.
- Bed linen changes are done on an as-needed basis.

Important Phone Numbers

If you need assistance connecting to a department within MNRH, please contact the **operator** by dialing "0" or **202-877-1000**.

Unless otherwise noted, the MNRH numbers are five-digit extensions (**7-XXXX**) that may be dialed when inside the hospital. Calls made outside the hospital require the **202-877-XXXX** prefix, unless otherwise noted.

Amenities at MedStar NRH

Cashier and ATM

The cashier's office is located in the first floor lobby and is open Monday through Friday from 9 a.m. to 4 p.m. (closed on holidays). The cashier's office accepts payments for hospital services and can give change as available. A Bank of America ATM is conveniently located near the vending machines on the ground floor.

Visitor dining options

Visitor/Staff Dining Room - ground floor

- Open 7 a.m. to 10 a.m. for breakfast and 11 a.m. to 2 p.m. for lunch, Monday through Friday
- Closed on weekends and holidays
- Vending machines are located inside the Visitor/Staff Dining Room, 24 hours daily, accept cash/credit/debit accepted
- Cafeteria accepts payment for food in cash, most major debit and credit cards, and Apple/Google pay

Atrium Café - first floor

- Open Monday - Friday 7:30 a.m. to 2 p.m.
- Not open on weekends or holidays
- We proudly brew selections of Starbucks Coffee and associated beverages as well as a large assortment of salads, sandwiches and baked goods.

Other campus dining options

- MedStar Washington Hospital Center Cafeteria. Open 24 hours daily.
- Panera Bread, across the street on the MedStar Washington Hospital Center Campus. Open 24 hours daily.
- Patients require a doctor's order to leave the MedStar NRH to go to these on-campus locations..

Outdoor spaces

Victory Garden

The Victory Garden was thoughtfully designed to incorporate a variety of surfaces, inclines, stairs and a fitness track, where patients may practice mobility and other skills with their therapist. The outdoor environment is designed for daily therapy and relaxation. The garden is open during daylight hours every day, weather permitting. Friends and families may visit with you in the garden, but you must have clearance from your doctor and check out with your nurse prior to leaving the unit.

Playground

Our accessible playground and fitness courts are designed for use during therapeutic activities. These may also be used after hours, with approval from your therapist.



Security services

The hospital has 24-hour, seven days per week security services to aid patients, visitors, and associates. They can be contacted by calling ext. **7-1708** or **7-1706**.

Our security team offers:

- **Escort:** After hours, the Security Department offers escorts to your vehicle upon request to blue and yellow garages only. Please make your request at the main Information Desk when you are ready to leave and a Security Officer will assist you.
- **Lost and found:** The Security Office maintains lost and found items. If you find or have misplaced an item, please call Security at the extension listed above.
- **Vehicle assistance:** Our Security Officers can help with minor vehicle problems such as jump-starts. For assistance, call Security at the extension listed above.

Amenities at MedStar NRH

Special programs

Evenings, weekends, and holidays

On evenings, weekends, and holidays, MedStar NRH sponsors recreational and educational activities and events. Staff members and volunteers coordinate the celebration of various holidays throughout the year.

Sports and fitness activities

The Adaptive Sports and Fitness program at MedStar NRH helps maximize the participation of individuals with disabilities in recreational and competitive sports. Through these programs, participants are able to build self-confidence, improve their health and well-being, and gain greater independence. For more information ask your Recreation Therapist or visit [MedStarHealth.org/Services/Adaptive-Sports-Fitness-Program](https://www.medstarhealth.org/Services/Adaptive-Sports-Fitness-Program).

Support groups

MedStar NRH sponsors or hosts support groups for people with disabilities and their families. Current inpatients, outpatients, and/or community members are welcome to participate in support group meetings.

Examples of support groups include:

- Amputee Support Group
- Brain Injury Support Group
- Stroke Come Back Club
- Cardiac Support Group

- Expressions Club
- Urban Re-entry

For more information visit

[MedStarHealth.org/Services/Support-Groups-Persons-With-Disabilities-and-Families](https://www.medstarhealth.org/Services/Support-Groups-Persons-With-Disabilities-and-Families)

Education and resource information

During your stay, you will receive a lot of information and it may be overwhelming. Throughout the hospital, there are materials for you and your family to look at and take for your future use. Our goal is to provide you with useful resources to assist you beyond your stay.

Spiritual care and support

The Spiritual Care Department represents a variety of faith practices and seeks to provide special events and services that give observance to the importance of spirituality and faith in healing. Chaplains provide spiritual and emotional support to patients and their loved ones upon request. If you would like to see the hospital chaplain, let your care team know. They will forward your request to the Department of Spiritual Care to schedule a visit by the Chaplain.

Notary public

If notary service is needed, please contact the Case Management Department.



Amenities at MedStar NRH

Television

The television (TV) control is located on your handheld call bell. There are buttons labeled TV Power, channel arrows, and volume arrows. Press the CC button for closed captioning, which places the program words on the screen when available. If you need help with your TV, please ask your care team for assistance.

TV channel programming guide

9 Channel Guide	37 Hallmark	66 Court TV
10 CNN	38 AMC	67 Charge!
11 MSNBC	39 TV Land	68 COMET
12 FOX News	40 Animal Planet	69 "TBD."
13 Accu Weather	41 Freeform	70 Quest-adventure
14 HSN	42 Nickelodeon	71 LA TV (no signal)
15 ESPN	43 Disney	72 DABL-Lifestyle (no signal)
16 ESPN 2	44 TCM	73 SHOP LC (no signal)
17 ESPN U	45 WE	74 FOX 5 Plus
18 Big Ten Network	46 Comedy Central	75 startTV
19 ESPN 2	47 AXS TV	76 ME TV
20 NBC Sports Net (no signal)	48 MTV	77 Movie!
21. BET	49 Food Network	78 H&I
22 FX	50 E!	79 Laff
23 SYFY (Sci-Fi)	51 NBC-4	80 ION Mystery
24 A&E	52 FOX-5	81 QVC
25 HGTV	53 ABC-7	82 Start TV-Drama (no signal)
26 History Channel	54 CBS-9	83 NDTV (Shopping Network)
27 TLC	55 ION	84 SonLife Religion (No signal)
28 Discovery Channel	56 Mystery/Bounce	85 WETA-PBS
29 ID Channel	57 WHUT-32 PBS (black screen)	86 WETA-UK
30 National Geographic	58 PBS (black screen)	87 WETA-KIDS (No signal/static)
31 Reelz	59 True Crime Network	88 WETA-World
32 Lifetime	60 WFDC-DT (Hoy 25 anos) (espanol)	89 WETA-Metro Filipino
33 Tru-TV	61 GET TV	90 COZI TV
34 TBS	62 GRIT	91 WZDC
35 TNT	63 UNIMAS	92 T (Espanol)
36 USA	64 WDCW-DT	93 Telexites (Espanol)
	65 Antenna TV	

About your care



Your rehabilitation care team

At MedStar NRH, we have a dedicated care team committed to providing safe, high-quality care with exceptional service.

Here are the key members of your rehabilitation care team:

Medical staff:

- **Doctor:** Your attending physician specializes in Rehabilitation Medicine. They diagnose and treat your medical condition, communicating with the rest of the staff regarding your treatment plan.
- **Hospitalist:** These physicians manage and coordinate complicated medical conditions while you are in the hospital, working closely with your care team and other specialized doctors.
- **Resident:** These doctors are in the final stages of their medical training and actively participate in your care under the supervision of attending doctors.
- **Physician Assistant:** Physician Assistants assist attending physicians with patient care, including answering questions, and managing your care during your hospital stay.

Nursing staff:

- **Nurse (RN/LPN—wear purple scrubs):** You will be assigned a nurse with specialized training in Rehabilitation Nursing, who will care for you until your discharge. The nurse will work with your care team to plan your day, communicate with you and your family, administer medication, and provide education.

- **Patient Care Technicians (PCTs—wear blue scrubs):** PCTs provide direct bedside care under the nurse's supervision, ensuring your comfort and assisting in your recovery.

Pharmacist: The pharmacist collaborates with your physician to optimize your medication regimen and ensure safe medication practices.

Care coordination: A case manager will be assigned to you, coordinating your care with the interdisciplinary team throughout your stay. They assist with discharge planning, insurance coverage, and can provide information about other services and community resources.

Nurse



Patient care technician



About your care

Therapists:

Our team of therapists at MedStar NRH plays a vital role in your rehabilitation journey. They are experts in their respective fields and are dedicated to helping you regain your independence and improve your quality of life. Here are the therapists who will be working closely with you:

- **Occupational Therapist:** Occupational therapists focus on increasing your independence and participation in daily life roles, habits, routines, and occupations. They work with you to improve mobility, cognition, vision, and upper extremity coordination and strength, enabling you to actively engage in your life.
- **Physical Therapist:** Physical therapists are movement experts who enhance your quality of life through prescribed exercises, hands-on care, and patient education. They develop personalized treatment plans to improve your ability to move, reduce pain, restore function, and prevent disability.
- **Speech-Language Pathologist:** Speech-language pathologists are communication experts who assist in your rehabilitation by assessing speech production, language comprehension and production, swallowing, and changes in cognitive skills. They work with you to develop individualized goals and treatment plans, incorporating personalized education and training.
- **Recreation Therapist:** Recreation therapists take a holistic approach to promote community reintegration and a return to recreation and leisure interests. They provide treatment through individual and group sessions, offering unique opportunities for adaptive sports, fitness programs, community skills outings, and peer mentor support services.
- **Music Therapist:** Our music therapy program is a researched-based approach to rehabilitation. The music therapist collaborates with other disciplines, utilizing the creative and enjoyable aspects of music to improve specific cognitive, speech and language, and sensorimotor functions for patients who have experienced stroke, traumatic brain injury, spinal cord injury, or other neurological conditions.

Rehab Engineering: The rehab engineering team assists the therapy staff by identifying and implementing custom modifications, adaptations, or adjustments that will benefit your treatment, rehabilitation, or independence. They are also a valuable resource for information regarding technology used in the field of rehabilitation, including adaptive driving and home accessibility.

Neuropsychology/Rehabilitation Psychology: Our team of neuropsychologists and rehabilitation psychologists specialize in assessing and treating the psychological and cognitive aspects of your rehabilitation journey. They have extensive experience in working with injuries and illnesses that impact cognition, psychological well-being, adjustment to disability, and outlook about the future. Collaborating closely with your care team, they focus on understanding how your injury or illness has affected you and developing strategies to maximize your recovery and adaptive outlook for the future.

Dietitian: Dietitians recommend specific diets and assist with nutritional needs based on your condition.

Unit Secretary: The unit secretary serves as a communications liaison, answering call bells and handling routine paperwork to make your stay comfortable.

Other members of Your Team: There are many people working to provide you with a positive experience. They serve important functions and you will likely interact with them. They include Housekeepers, Engineers, Security Officers, Supply Chain staff, Food Services workers, Medical Records staff, our Admissions team, and more. Together, we are here for you!

Communication:

We strive to be attentive and responsive to you, your families, and visitors. To facilitate this, your physician and nurse engage in the following patient care practices:

- **Bedside Shift Change and Report:** During shift changes, your current nurse provides an update to the incoming nurse regarding your care. This report takes place in your room, and you are encouraged to participate and become an active partner in your care. It is an opportune time to ask questions and meet the new nurse. Bedside shift reports occur daily at 7 to 7:30 a.m. and 7 to 7:30 p.m.
- **Team Conference:** The interdisciplinary team conference brings together your primary care team to leverage their clinical expertise in coordinating your care, establishing priorities and goals, and planning for discharge.
- **Whiteboards:** The dry-erase boards in your room serve as a platform for your care team to share important care-related information. Additionally, you can use these boards to list family member names or add any information you want your caregivers to see.

Medical management

Medication Information:

- During your hospital stay, medication will be provided based on your physician's evaluation and consideration of your pre-existing medication regimen. Pharmacists collaborate with your physician to ensure the best medication plan for you. Please inform your caregivers about any current or recent medications, including vitamins and herbal supplements. Home medications are generally not allowed unless reviewed and approved by your doctor and the pharmacy for a special condition. If you brought medications from home, please have a family member take them back. Always consult your physician before taking any medication. If you have concerns or questions, you can request a pharmacy consultation.

continued on next page

About your care

Self-Administration of Medications:

- In some cases, you and your physician may decide that you will administer your own medications, but this should be done under nursing supervision.

Identification bracelet:

- For your safety, remember to wear your hospital identification bracelet throughout your visit. Your nurse will scan the bracelet before administering any medication.

Rapid response team

We encourage your active involvement in your care, particularly when you perceive a rapid deterioration in your condition or a medical emergency. Our Rapid Response Team is available 24/7 to provide immediate care and prevent potential emergencies such as heart attacks or strokes. If you believe a medical emergency is imminent or your symptoms are rapidly worsening, do not hesitate to request the Rapid Response team. Call your nurse or charge nurse on the unit, who will promptly assess your condition and, if necessary, summon the Rapid Response team.



Pain management

Your doctors and nurses will help prevent and relieve pain. Managing your pain will help you heal faster and feel better sooner, regain strength, and reduce further health problem.

Communicating Your Pain

We ask that you help your care team members measure your pain. You will be asked routinely to rate your pain on a scale of 0 to 10 (0 = no pain; 10 = worst pain imaginable). Alternatively, you may choose a face from the scale below that best describes your pain. Reporting your pain helps your care team determine if your pain treatment is working and whether to make changes.

Non-medication methods for pain relief

- Heat and cold packs
- Positioning
- Splinting of an incision
- Relaxation
- Deep breathing
- Massage
- Prayer and positive thinking
- Distraction technique (such as listening to music, watching TV, reading, or visitors)
- Lavendar aromatics



Safety and prevention

Fall prevention

We do everything we can to create a safe environment while you are in the hospital. Safety is our number one priority!

While you are in the hospital, there are many things that may put you at risk for falling. These include:

- New medications with possible side effects
- Unfamiliar surroundings
- More time in bed
- Change in your ability to move independently
- Weakness

We ask that you do the following to help keep you safe and help prevent falls:

- Call for help! Use your call bell and wait for staff to assist you to the bathroom (when getting out of bed or going to the bathroom)
- Make sure you can reach the things you need—call bell, glasses, cane, walker, phone, tissues, water, etc.
- Wear socks or shoes with nonslip soles
- Sit or stand up slowly with assistance from staff
- Let someone know if you are dizzy or light-headed
- Report spills or hazardous conditions to your care team
- Do not hesitate to call for assistance. We are here to help

We may implement interventions to help manage high risk for falls including:

- Provide a yellow arm band to communicate a risk for falls
- Frequent rounding (i.e., checking on patients at regular intervals)
- Place fall mats on floor
- Use a bed and/or chair alarm
- Use video monitoring or a continuous in-person observer

Video monitoring for patient safety

MedStar NRH incorporates the use of video monitoring for your safety. No images are recorded during the use of video monitoring. If you are on video monitoring, your privacy will be respected as we discontinue video during personal patient care and treatment.

Safety in your room

Your care team will continually evaluate the best method for you to get around your room. Special equipment may be used, such as sliding boards, walkers, or ceiling lifts to assist with your mobility and safety. While at our hospital, you may be assisted with mobility using safe lifting equipment.

Your safety in the bathroom is important. MedStar NRH follows a “Stay With Me Program” when you are using the restroom. This means a member of your care team may stay with you when you are using the bathroom to prevent further injury.



Safety and prevention

Preventing infection

Hand hygiene

The most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you, including your rehabilitation care team, washes their hands, too. To protect you and visitors from infection, we follow the recommendations from the Centers for Disease Control and Prevention. All staff members use standard precautions to prevent the spread of infections and implement isolation precautions when appropriate.

You and your family and friends should wash hands often, especially:

1. After touching objects or surfaces in the hospital room
2. Before eating
3. After using the restroom

Healthcare providers know how to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands. Alcohol-based sanitizers and soap are available throughout the hospital.

Isolation precautions

Isolation precautions are used when patients have infectious diseases. If you are in isolation, a sign outside your door will indicate the necessary information on recommended precautions. All visitors will need to check in at the nursing station before entering your room to receive instructions on proper protective equipment. If you have any questions about infection prevention, isolation, or other precautions, you may ask your physician or nurse, or you may request to speak to our infection preventionist.

Personal Protective Equipment (PPE)

We may use Personal Protective Equipment (PPE), such as gloves, gowns, and eye goggles, while we provide care or when giving you medications. Wearing PPE is a way to protect you and prevent the spread of infection. Everyone has a role in making health care safe, including you!



SPEAK UP about your care

Everyone has a role in making healthcare safe, including you! You play a vital role in making your care safe by being involved and informed. We ask that you step up and speak up.



Speak up...

- If you speak or read another language and would like an interpreter or translated materials.
- If you need medical forms explained.
- If you think you are being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.



Pay attention...

- Check identification (ID) badge! worn by doctors, nurses and other staff.
- Don't be afraid I remind doctors and nurses to wash their hands.



Educate yourself...

- So you can make well-informed decisions about your care.
- Ask for written information about your condition.
- Ask for information on how to use your medical equipment.



Advocates (family members and friends) can help...

- Give advice and support - but they should respect your decisions about the care you want.
- Ask questions and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Ask for clarification of written materials that are difficult to understand.



Know about your new medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.



Understand...

- Ask questions about your care.
- Ask to have information explained to you in words you understand.
- Get instructions for follow-up care.



Participate in all decisions about your care...

- Discuss each step of your care with your doctor.
- Don't be afraid to ask questions of any member of your care team.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.

Patient information and services

Protecting your privacy and health care information

- You have rights regarding the privacy of your health information, protected by federal law. It is important for you to be aware of these rights. Federal regulations establish rules and limitations on who can access and receive your health information.

Ensuring Accurate Information:

- It is crucial to provide accurate information each time you visit MedStar NRH. This includes your correct address, phone number, and insurance details. During the registration process, we collect and verify this information to prevent any mix-ups that may cause inconvenience in the future. By confirming your personal data such as name, address, birth date, and other relevant information, we ensure the security, accuracy, and integrity of your medical records and bills.

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends, or others, you identify who is involved with your healthcare, unless you object
- To respond to federal mandates, such as infections
- To make required reports to the authorities

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health and Human Services Office for Civil Rights

Medical records

Your medical records are confidential. The hospital has safeguards in place to protect the privacy of your records. Your written permission is required for the release of information from your records, except in those situations specified by law. While the information in your medical record is about you and is your information, the actual physical

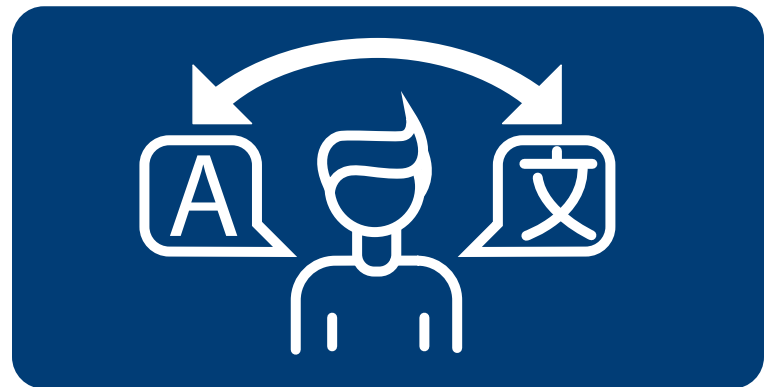
record is the property of the hospital. Your physician will usually arrange to send information from your record to those who will be seeing you for follow-up care. However, there may be other circumstances that require you to obtain copies for your records. If this is the case, please call our **Medical Records Department** at **ext. 7-1180** to make arrangements for any record-related information pertaining to your stay.

Interpreter services

In order to ensure that appropriate medical treatment is provided to everyone who requires medical care at MedStar NRH, it is our policy to provide interpreter services to those individuals whose primary language is not English. Interpreter services are available to all patients with Limited English Proficiency (LEP), 24 hours a day, seven days a week. These services may be provided over the phone or through video interpreters through qualified medical interpreters at no cost to you. Sign Language interpreters are also available.

In addition to interpreters, we have other ways to communicate effectively, including:

- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Information written in other languages
- Telephones with hearing amplifiers
- Closed caption television



Concerns and questions

Addressing Concerns:

At MedStar NRH, we strive to provide excellent care. If you have any concerns about your care, we encourage you to communicate directly with your rehabilitation care team or department manager. To contact a specific unit or department, please call our main number at **202-877-1000**. You can also share your concerns with our **patient advocate** by calling ext. **Ext. 7-1411** (or **202-877-1411** from outside the hospital). We value the opportunity to promptly address concerns and appreciate your feedback to help us improve .

Hospital policies and guidelines



Fire safety and emergency preparedness drills

During your stay, the hospital staff may conduct fire or disaster drills to ensure everyone's safety. If you hear loud bells signaling an alarm, please remain in your room along with your visitors and await further instructions from the staff. In the event of a real emergency, you will be informed and assisted accordingly. These drills are conducted to maximize patient safety.

Phone and video guidelines

To protect the privacy of patients, visitors, hospital employees, and physicians, MedStar NRH has guidelines regarding cell phone/smartphone and audio/video usage on hospital grounds. Hospital employees will take reasonable steps to prevent patients or associates from being photographed, video-recorded, or audio-recorded within the facility by patients, their family members, or visitors.

Please be aware of and adhere to the following restrictions:

- Taking photographs, videos, or audio recordings of patients or hospital employees without written approval from hospital administration is not permitted.

- Patients who violate this policy may have their phones held until discharge.
- Family members and visitors who violate this policy may be asked to leave the premises.

Privacy

Part of MedStar NRH's expectation of staff includes respecting patient privacy, confidentiality, and modesty. You should expect staff members to knock before entering your room and introduce themselves.

Smoking policy

MedStar NRH is a tobacco-free campus. You may not smoke or use electronic smoking devices (including the use of vape pens) anywhere in or on the campus.

Weapons

Weapons of any type are strictly prohibited.

Alcohol and drug use

Alcoholic beverages, marijuana and other non hospital prescribed drugs are not allowed at MedStar NRH. Use of these may result in an administrative discharge.

Discharge and going home

Discharge planning

A case manager will help you plan for discharge. A tentative discharge date will be estimated by your care team within the first week of your stay. Your anticipated discharge date and your progress will be regularly reviewed. Discharge is based on meeting certain criteria, such as achieving rehabilitation goals, ability to fully participate in the program, or adequacy of progress.

Involvement in discharge planning

You are an important part of the team. We will work together to arrange post-discharge care, decide where you will go, and make any necessary modifications to your home. We will also determine the appropriate vendors for supplies, equipment, and services. Use the discharge checklist to ensure a smooth discharge.

Length of stay

Care needs: Your length of stay (how long you will be in the hospital) depends on factors like diagnosis, care needs, function level, progress towards goals, and funding sources. We aim to help you achieve goals while using benefits wisely. Your care team will discuss this with you and may refer to it as “saving your days” to optimize your potential in the most suitable care setting.

Clinical guidelines: Your insurance company will use guidelines to determine the medical necessity of your inpatient rehab care. Your case manager provides ongoing updates on your status and progress to the insurance company. Care plans and lengths of stay may vary based on individual needs.

Key considerations:

- Understand your benefits and post-discharge services.
- Consult your case manager early to learn about available benefits and prepare for discharge.
- The estimated discharge date may change based on progress.
- Be aware of any financial responsibilities, such as deductibles or co-pays and work to minimize them.

Choosing a caregiver:

To ensure appropriate care and discharge planning, it's helpful to select a primary caregiver. The availability and level of support from your caregiver will determine the goals to be met during your hospital stay and determine a safe discharge plan. Caregivers can be family members, friends, hired professionals, or community members. Your care team will inquire about your caregiver early in your hospital admission and assess the level of support they can provide. We will provide necessary training and information to your caregivers for safe post-discharge care. It's essential to provide adequate support and resources to both caregivers and patients. Consult your MedStar NRH case manager for caregiver support resources.

Key considerations:

- Assess the amount of care required: Determine if your team recommends a few hours per day or 24-hour supervision. Consider your caregiver's other commitments, such as work or school, and the reasonable hours of support they can provide. Multiple caregivers may be necessary.
- Discuss caregiver expenses: If you need to pay for caregiver services, consider how the expenses will be covered. Check if you have benefits that can be utilized, as insurance usually covers skilled services like therapy or nursing care, not caregivers themselves.

Transportation:

When planning for transportation after discharge, it's important to address any modifications required for your vehicle or explore alternative options. Consider how you will get home from the hospital, as well as travel to places like the grocery store, pharmacy, and doctor's appointments. If you have a new wheelchair, it needs to be accommodated during transportation. Consult your therapists to determine necessary changes to your vehicle. Additionally, discuss accessible alternatives with your care team, such as ambulance services, medical taxis, or para-transit services. Keep in mind that these services usually involve fees not covered by insurance. Public transportation options like city buses or Metro Access may also be available. Your case manager can assist you with transportation arrangements.

Discharge and going home

Key considerations:

- Wheelchair transportation: Assess how the wheelchair will be loaded into the vehicle and whether you will require assistance.
- Private vehicle safety: If you plan to use a private vehicle, ensure its accessibility and safety by discussing it with your care team. Before discharge, your therapy team will practice vehicle transfers with you and your caregivers.
- Handicapped parking placard: Your MedStar NRH case manager can help you obtain a handicapped parking placard for your vehicle. Let them know if you need assistance with the required forms. Additionally, inquire about Metro Access for further information on their services if needed.

Home modifications

It's important that your home be assessed to determine if it will be accessible after discharge. This is even more important if you have new equipment, such as a hospital bed or wheelchair.

Key considerations:

- Do you have steps to enter your home? Should a ramp be built?
- Are your doorways wide enough to accommodate a wheelchair?
- Can you safely enter your bathroom and kitchen?
- Do you know how you will take a bath or a shower?
- Will you need to add grab bars or other safety devices?

It will help if measurements and pictures of your home are provided to discuss them with your therapy team before discharge. Please ask your therapists for information on the Home Accessibility Questionnaire. You may benefit from a Rehab Engineering consult to complete a home evaluation prior to discharge so your therapy team can make appropriate recommendations

Your supplies

Upon discharge, your doctor's orders will outline the supplies you need after leaving the hospital. These may include feeding supplies, respiratory supplies, wound care supplies, or bowel and bladder supplies. Your case manager will help you choose a supplier and initiate the referral for services on your behalf.

Planning for discharge supplies

Before you leave the hospital, it's important to know which supplies are being ordered for you and where they will come from. This preparation will reduce stress on the day of your discharge and allow any issues to be resolved before you leave.

Key considerations:

- Cost: Find out the cost of your discharge supplies, including any deductibles or co-pays. Some items may not be covered by insurance.
- Delivery Time: Most suppliers will not deliver the supplies until after you have been discharged. It may take a few days for them to arrive once you are home. We will assist you in planning accordingly.
- Shopping Around: If there are items not covered by insurance, it is recommended to compare prices and find the best option. Many items can be delivered to your home.

continued on next page

Discharge and going home

Medical equipment considerations:

Your therapy team will assist you in trying different sizes and styles of equipment like wheelchairs, walkers, canes, and bathroom aids. Prescriptions for necessary equipment will be written by your therapists and signed by your physician. Once completed, the prescriptions are sent to the in-house Durable Medical Equipment (DME) team for processing. The DME team will then order the equipment and coordinate with your payer's provider network. You have the option to choose a preferred vendor if you have one. It's important to note that some equipment may be covered by insurance with a co-pay, while others may not be covered. The equipment can be delivered to your home or the hospital before your discharge, but make sure that someone is available at home to accept the equipment deliveries. The recommended equipment is based on your medical condition and functional needs.

Key considerations:

- Discuss DME benefits and potential co-pays with your case manager.
- Explore options for used or donated equipment through family, community, or church programs.
- Custom equipment, like wheelchairs, may take up to four months to build. Loaner chairs or manual chairs will be provided in the meantime.

Your follow-up care

After you are discharged from the hospital, your rehabilitation doctor will want you to see your Primary Care Provider (PCP) within a month of discharge. Contact your PCP's office and schedule an appointment as soon as possible. If you do not have a PCP, please let your rehabilitation doctor or case manager know immediately so he or she can help you find a PCP. You can call your insurance's customer service line or go to the insurance website for a list of in-network providers. You also can call **MedStar Washington Hospital Center Appointment Line at 202-877-DOCS (3672)** to find a doctor at MedStar Washington Hospital Center that is in network with your insurance. Please remember that when you are discharged, you will only be given a 30-day supply of medication with no refills, so your PCP will be responsible for ongoing medication.

You also may need to schedule follow-up appointments with other specialists after discharge, such as your neurologist, cardiologist, or surgeon. Please ask your rehabilitation doctor for these referrals to schedule your appointments. Sometimes these appointments have already been scheduled for you and your doctor will let you know. Your rehabilitation doctor also may want to see you for a follow-up visit for rehabilitation needs in the MedStar National Rehabilitation Hospital Physicians Outpatient Clinic.

Outpatient therapy services/programs

Your care team may recommend additional outpatient therapy or nursing services upon your discharge from the hospital. These services can be provided in your home by a home healthcare agency, in a skilled nursing facility (SNF), at a post-acute or residential program, in an outpatient therapy center in your community or at one of our 56 MedStar Health Physical Therapy locations located across DC, Maryland and Northern Virginia. Your care team will evaluate your needs and make recommendations on the types of services you'll need after your discharge. For more on our outpatient locations go to **MedStarNRH.org/Locations**. The amount and type of services can depend on the coverage offered by your insurance. Some plans don't cover all the services your care team recommends. Please work with your team to develop a discharge plan that meets your needs and helps manage your financial resources most effectively. You will always have a choice when selecting providers for the services you receive after discharge. If you don't have a preferred provider, we can give you lists to make the choice easier. It's important to choose a provider that's in your insurance network.

Key considerations:

- Talk with your case manager to determine the benefits you'll have available for services after discharge.
- Your case manager will make referrals for services on your behalf. Please let them know if you'd like a specific provider but be sure the provider is in your insurance plan/network.
- Co-pays or deductibles may be due for the referred services. Please be sure to understand the financial requirements while developing the discharge plan with your care team. We can tailor the plan to meet your available resources.
- Some services (such as outpatient therapy services) may not start immediately after discharge from the hospital. Please plan accordingly. Your therapists can prescribe a home program to help manage delays.

Day of discharge and beyond



Discharge day

NOTE: This process takes about 3 hours. Plan for this amount of time with your loved ones. Discharge time is 11 a.m.

- Pack up the belongings in your room. MedStar NRH staff can assist you and help take them to the lobby at discharge
- Review your discharge paperwork with your care team
- Be sure that you received written medication prescriptions from your doctor, had bedside prescription delivery through MedStar Washington Hospital Center Pharmacy, or picked up your prescriptions if you had them filled at MedStar Washington Hospital Center Pharmacy
- Should you need help with transportation arrangements, our Case Management Department can assist you. Medicaid may cover transportation home, but Medicare and other health insurances may not. You may be sent a bill for transportation cost. In addition, a direct line to a local taxicab service is located at our front desk in the lobby if needed.

Discharge medications

Your doctor will give you prescriptions for up to a 30-day supply of medications upon discharge from MedStar NRH. You can have your prescriptions filled at MedStar Washington Hospital Center Outpatient Pharmacy, or if your insurance participates with MedStar Health Pharmacy, we can have your medications filled and delivered to your room prior to discharge. Otherwise, you can take the prescriptions to a pharmacy of your choice.

The prescriptions for your 30 day supply of medications cannot be refilled. It is up to you to work with your primary care provider to get new prescriptions.

Financial assistance—customer service

Call **410-933-4966** or **844-817-6087** with questions concerning:

- Your hospital bill and your rights and obligations regarding your bill
- How to apply for MedStar Health's Financial Assistance Program for free and reduced-cost-care.
- How to set up a periodic payment plan

Go to **MedStarHealth.org/Financial-Assistance-Policy** to learn more.

We need your feedback

- Shortly after discharge, you will receive a brief survey from Press Ganey either in the mail, through a text, or in an email, asking you about your experience at MedStar NRH. Please share your feedback, both positive and negative, as your input helps us improve our services and the care we provide.
- After 90 days, **MedTel** may call you for a follow-up survey on your well-being following discharge. Your responses assist us in evaluating our care. Thank you for your feedback in advance.

As a partner in healthcare, it is important that you keep your healthcare information so you can share it with your medical team and care providers. There are a variety of methods to use including handwritten notes, paper folders or your computer. MedStar Health offers you access to our Patient Portal. It is a web-based repository of your health information provided at any MedStar Health facility.

Maintaining your health information

Patient portal (online access to your MedStar Health information)

The MedStar Patient Portal helps you manage your health information and appointments, send secure messages to your MedStar healthcare team, request prescription refills, and more. **It is a free, secure, online hub and signing up to use this patient portal is easy.**

Go to **myMedStar.org**. Click on Enroll Now, agree to the Terms of Use, and select Request PIN (personal identification number). Then, enter your name and birth date, and we will send you your PIN in the mail. If you also send us an email address and the last four digits of your Social Security number, we'll email your PIN. Then, when you log in, you'll be able to:

- View most laboratory test results.
- Send and receive secure, confidential messages to and from your MedStar Health physician's office.
- View summaries of your visit(s).
- Send your medical information securely to other MedStar Health providers so your care can be coordinated seamlessly.
- Keep track of all your medications in one safe place.
- Pay your MedStar Health hospital or physician bills.
- Request prescription renewals, appointments, and physician referrals from your MedStarHealth physician.

If you have any questions, you can call the myMedStar Health service center at **877-745-5656**. This is a service available to you 24 hours a day, seven days a week.

During your stay at MedStar NRH, we can help you update your preferred method of recording your health information or assist you with developing your own tool.

Giving back

Healthcare team recognitions

MedStar NRH has a program to recognize our team members for care they provide to our patients. If there is someone else on your healthcare team who you would like to recognize, please let one of your care team members know.

Philanthropy

We are grateful for the generous philanthropic commitments and meaningful expressions of gratitude that help to sustain and enhance patient experience, patient care, and vital programs and services. Through philanthropic partnerships with grateful patients and families, foundations, corporations, physicians, associates, volunteers, and the community, we enhance our ability to serve all who turn to us for care. Contact the philanthropy team members ext. **7-1772** or **7-1774** if you would like to contribute and/or get involved or visit **Giving.MedStarHealth.org/MedStarHealth/Get-Involved/Donate/MNRNdonate** to learn more.

My health online, anytime.



myMedStar is a free, secure online patient portal where you can keep track of your health information 24/7.

With myMedStar, you can:

- View and manage appointments
- Renew prescriptions
- See test results
- Access your health records
- Communicate with your provider
- And much more



Visit **myMedStar.org/Enroll** to sign up.


MedStar Health

Healthcare decisions and advance directives

You have the right to decide about your healthcare

Competent adults have the right to make all decisions about their own medical care. This right also includes decisions about treatments that extend life, such as life-support machines or feeding tubes. One way to do this is by using a written advance directive. An advance directive is a written document that tells what a person wants or does not want if he/she is unable to make their wishes known. If you already have an advance directive, please provide a copy to your medical team.

If you do not have an advance directive and wish to create one while you are a patient at MedStar National Rehabilitation Hospital, your Case Manager will be happy to assist you.

You will not be denied health care when you do not have an advance directive. However, you should know certain legal decisions made are based on District of Columbia laws.



Patient rights and responsibilities

Our team at MedStar National Rehabilitation Hospital is committed to respecting and protecting the rights of patients. We will make every effort to ensure patient satisfaction in all aspects of care and a core value is treating patients in a manner that delivers care in the patient's best interests while working to preserve patients' dignity, autonomy, self-esteem, civil rights, and involvement in their own care. As a MedStar National Rehabilitation Hospital patient, you have certain rights and responsibilities. Please take a moment to read through these below.

As a patient at this MedStar Health facility, you have the right:

- To receive considerate, respectful, and compassionate care in a safe setting, free from all forms of abuse, including verbal, mental, physical, and sexual abuse, harassment, neglect, retaliation, humiliation or exploitation from staff, students, volunteers, other patients, visitors and family members.
- To be treated without discrimination or regard to race, color, national origin, ethnicity, age, religion, physical or mental disability, pregnancy, sex, sexual orientation, sexual stereotyping, marital status, gender, gender identity or expression, language, ability to pay, or socioeconomic status. To be treated consistent with your personal values, beliefs, wishes, and/or gender identity in all activities associated with the treatment you receive. To be provided stabilizing treatment for emergency medical conditions.
- To have access to programs and activities provided through electronic and information technology and physical access to new or altered areas of this facility.
- To be screened, assessed, and treated for pain. To have a family member/representative and your doctor notified promptly of your admission to the hospital if contact information is available.
- To participate in your plan of care. To discuss information about your medical diagnosis, condition or illness, prognosis, test results, treatment choices, and possible outcomes of care and unanticipated outcomes of care with a qualified provider, in a language and manner that you understand.
- To be told the names and jobs of the healthcare team members involved in your care if staff safety is not a concern.
- To give informed consent before any nonemergency care is provided, including the benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care.
- To consent, request, or refuse any treatment, as permitted by law, including to consent or refuse to take part in research affecting your care. If you refuse any treatment, or choose not to participate in a research study, you will continue to receive the most appropriate care the hospital may otherwise provide.
- To be provided an appropriate means of communication through auxiliary aids and services to ensure your understanding of your care when you do not speak the predominant language of the community or are visually or hearing impaired, without charge.
- To be provided a list of protective and advocacy services when needed.
- To have an Advance Directive, such as a Living Will or the appointment of a healthcare agent to speak on your behalf, to communicate your wishes regarding treatment, and to expect that your Advance Directive will be followed. To make or change your Advanced Directive while in the hospital. To not be discriminated against if you choose not to have an Advance Directive.
- To designate a person to make healthcare decisions for you, if you are unable to do so.
- To have visitors and a support person that you designate, including, but not limited to, a spouse, domestic partner (including a same sex spouse), other family member(s) or friends for emotional support, without regard to race, color, national origin, age, religion, physical or mental disability, sexual orientation, gender identity or economic status during the course of your hospital stay, per hospital visitation policy, unless the visitor's presence infringes on others' rights or safety or is medically or therapeutically contraindicated, or you change your mind on who may visit. To designate someone to help with your care at home when you are admitted to the hospital.
- To remain free from restraints and seclusion unless medically or behaviorally necessary to ensure a safe environment of care for you and others and to have care givers who are appropriately trained regarding the use of restraints or seclusion.
- To consent or refuse to allow pictures of you for purposes other than your care.
- To be provided privacy and confidentiality with respect to your personal identity and dignity in care discussions and treatment.
- To have your health information treated confidentially, so that only individuals involved in your care, monitoring your quality of care, or otherwise allowed by law will be allowed to access your medical record.
- To access, request to amend or receive an accounting of disclosures of your medical record, as allowed by law and in accordance with Health Insurance Portability and Accountability Act (HIPAA). To receive a Notice of Privacy Practices explaining these rights.
- To receive a written statement of those services that may be provided only when medically necessary, and of charges for services not covered by Medicare or Medicaid. To be made aware that you may be eligible for this MedStar Health facility's financial assistance program that provides certain types of care, free of charge or at a reduced fee.
- To appeal a decision if you disagree that you are not eligible for the financial assistance program.

Patient rights and responsibilities

- To request an estimate of hospital charges before care is provided and as long as patient care is not impeded and receive a written explanation of your bill, regardless of source of payment.
- To know about and access hospital resources such as social work, pastoral care, other spiritual services, or the Ethics Committee that can help resolve questions and concerns about your hospital stay and care.
- To have access at any time to a telephone where you may speak without being monitored by the hospital. To file a grievance or a complaint with your healthcare insurance or payer.
- To file a grievance or a complaint about the MedStar National Rehabilitation Hospital without the fear of retaliation, you may contact Patient Relations staff by calling the action line at 202-877-1411.
- In addition, you may contact the District of Columbia, The Joint Commission, or the Department of Health and Human Services Office for Civil Rights.

District of Columbia Department of Health

Address: 899 North Capitol St., NE, Washington, DC 20002

Phone: 202-442-5955

Website: dchealth.dc.gov

The Joint Commission Office of Quality and Patient Safety

Address: One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181

Website: JointCommission.org (Use the "Report a Patient Safety Event" link in the "Action Center" on the homepage)

Department of Health and Human Services Office for Civil Rights

Address: 200 Independent Ave., SW, Room 509F, HHH Building, Washington, DC 20201

Phone: 800-368-1019 or 800-537-7697 (TDD)

Website: Office for Civil Rights Compliant Portal at ocrportal.hhs.gov/ocr/portal/lobby.jsf

Department of Behavioral Health, Consumer and Family Affairs Administration

Address: 64 New York Ave., NE, 3rd Floor, Washington, DC 20002

Phone: 202-673-2200

Fax: 202-671-8049

Website: DBH.DC.gov

As a patient at this MedStar Health facility, you have the responsibility to:

- Treat staff and others with respect.
- Follow the treatment plan developed with your physician. To ask if you do not understand the consequences of alternative treatment and/or if you refuse treatment. To let your caregivers know if you do not understand any written or verbal information given to you.
- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters related to your health.
- Inform your caregivers about any pain or discomfort you may be experiencing.
- Inform your caregivers about any changes to your Advance Directive.
- Actively participate in your discharge planning with your physician and other members of your healthcare team as early as practical during your hospital stay.
- Promptly meet all financial commitments for the care you receive at this MedStar Health facility.
- Not keep valuables with you while you are in the hospital.
- Not use personal electronic devices (mobile or smart phones, cameras, other video or audio recording devices) to take photographs, videos or audio recordings within the hospital.
- Be respectful of the property of other persons and of the hospital.
- Be considerate of the rights of other patients, to assist with noise control and to ask family and friends to visit only during visiting hours. To not discuss any information regarding another patient that you may have overheard.
- Be considerate of the facility staff and to refrain from abusive behavior, actions or comments.
- Make arrangements for transportation home upon your discharge.
- Comply with all the rules and regulations of the hospital, including infection control, medication administration, dietary plans, life safety and security policies and procedures affecting patient care, and conduct.
- Remember that this MedStar Health facility is a tobacco-free campus and that you may not smoke or use electronic smoking devices anywhere in or on the campus.

Patient and visitor code of conduct

MedStar Health is committed to providing high-quality care to our patients and communities in a safe and respectful environment that supports health and healing.

To ensure our hospitals and care locations are safe, caring, and inclusive, we ask that patients and visitors follow the example of MedStar Health providers and associates by adhering to our Patient and Visitor Code of Conduct, which includes the following:

- Everyone will be treated with kindness, dignity, and respect. Offensive comments about race, religion, gender, sexual orientation, or personal traits are not acceptable, and neither is the refusal to see a clinician or associate based on these traits.
- All patients and visitors will use respectful, appropriate language and behavior. Physical or verbal threats or assaults, suggestive or explicit words, phrases, gestures, or actions will not be tolerated.
- All patients and visitors will respect patient privacy and avoid disrupting other patients' care or experiences.
- All patients and visitors must obtain the consent of everyone involved for any photographing or video/audio recording within all hospitals and patient care locations.

If these guidelines are not followed:

- Patients may be asked to leave and make other plans for their non-emergent immediate care, and for severe violations, future non-emergency care at MedStar Health may require review. In cases of non-compliance, patients will have an opportunity to explain their perspective, which will be considered prior to any decisions regarding future care at MedStar Health.
- Visitors may be asked to leave and could be restricted from future visitation.

Every day, our providers, nurses, and associates are committed to providing the highest levels of care to our patients. Please show them the respect they deserve and that you expect as a patient or visitor.

Thank you for choosing MedStar Health and joining us in our commitment to ensuring a safe, caring and inclusive environment for us all.



Translation

Attention: If you speak a non-English language, language assistance services, free of charge are available to you. Call 1-410-261-8074.

Amharic	አማርኛ	ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-410-261-8074 .
Arabic	ال لبية	ملحة: اکتحدث اذلة، فخدمک اعدلةلوية تتوافل ان. اتصل ب م .4708-162-014-1
Bengali	বাংলা	ল& ক)নঃ যিদ আপিন বাংলা, কথা বলেত পােরন, তাহেল িনঃখরচায় ভাষা সহায়তা পিরেষবা উপল= আছ। @ফান ক)ন 1-410-261-8074 .
Chinese	繁體中文	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-410-261-8074 .
French	Français	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-410-261-8074 .
French Creole (Haitian Creole)	Kreyòl Ayisyen	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-410-261-8074 .
German	Deutsch	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-410-261-8074 .
Gujarati	ગુજરાતી	વિચાર: જો તમે -જુ રાતી બોલતા હો, તો િન:45 ૬ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-410-261-8074 .
Hindi	हिंदी	ध्यान दः यद आप िहंदी बोलते ह1 तो आपके िलए मु7त म' भाषा सहायता सेवाएं उपलब्ध हल 1-410-261-8074 .
Ibo	Igbo asusu	Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-410-261-8074 .
Italian	Italiano	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-410-261-8074 .
Japanese	日本語	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 1-410-261-8074 まで、お電話にてご連絡ください。
Korean	한국어	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-410-261-8074 번으로 전화해 주십시오.
Kru (Bassa)	Bàsòò-wùdù-po-nyò	Dè dè nià kè dyédé gbo: Ǿ jũ ké m̩ [Bàsòò-wùdù-po-nyò] jũ ní, níí, à wuḍu kà kò dò po-poò b̩éin m̩ gbo kpáa. Dá 1-410-261-8074 .
Persian (Farsi)	فارسی	ت ه: اربقار ی سگفتگی مکنید، تسهیل ی نب رت را ان برلی ا فراهی ميا . 1-410-261-8074 تماس ب رید.
Portuguese	Português	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-410-261-8074 .
Russian	Русский	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-410-261-8074 .
Spanish	Español	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-410-261-8074 .
Tagalog	Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-410-261-8074 .
Thai	ภาษาไทย	เรียน: ถ้ คุนพูดภาษาไทยคุนสามารถขอใช้ บริการช่วยเหลือทางภาษาได้ฟรี ไร โท 1-410-261-8074 .
Urdu	اُردُو	خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں - کال یں 1-410-261-8074 .
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 1-410-261-8074 .
Yoruba	èdè Yorùbá	AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-410-261-8074 .

MedStar Health Physical Therapy locations

