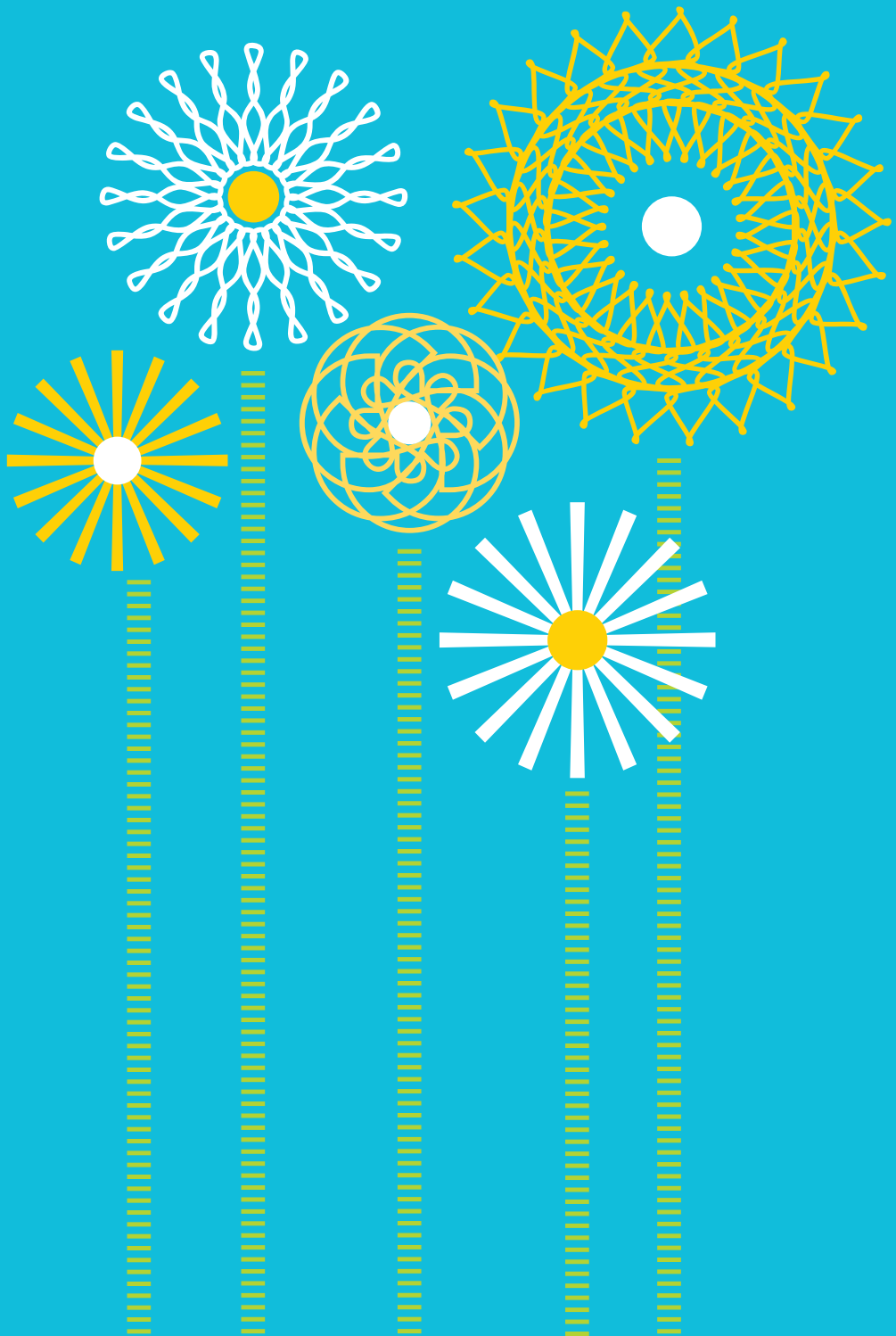
SUBURBAN HOSPITAL

patient handbook



Welcome to Suburban Hospital!

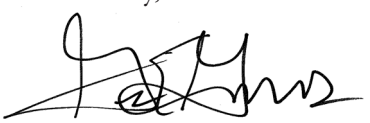
For more than 70 years, we have earned a reputation for excellence among patients and families in the greater Washington, DC area.

Suburban is a member of Johns Hopkins Medicine — one of the most respected health care organizations in the world. This incredible relationship strengthens our clinical services and brings increased opportunities for medical innovation, research and education. It furthers our goal to ensure that our community has access to the very best health care available, while fostering the development of a more integrated network of care for the entire region.

As a practicing physician, I have always believed that the health care system must be designed around the needs of our patients, and not the other way around. Suburban demonstrates its dedication to this goal in many ways. Our Patient and Family Advisory Council, comprising community volunteers and hospital staff, helps shape our policies and processes to ensure that the patient and family take an active role in helping to build our culture of patient- and family-centered care.

Thank you for choosing Suburban Hospital. Please use this interactive notebook with valuable information and resources to ensure an excellent hospital experience.

Sincerely,



Gene E. Green, M.D.
President, Suburban Hospital

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Suburban Hospital's Mission and Values

Our Mission is to improve your health with skill and compassion. We value Compassion, Excellence, Integrity, Teamwork and Accountability. Suburban Hospital is committed to patient- and family-centered care.

What is patient- and family-centered care?

We consider you and your family active members of your care team. We value the core principles of patient- and family-centered care as defined by the Institute for Patient- and Family-Centered Care:

Dignity and Respect

We listen to and honor patient and family perspectives and choices. We incorporate knowledge of patient and family values, beliefs and cultural backgrounds into the planning and delivery of your care.

Information Sharing

We share timely, complete, accurate and unbiased information with patients and families so you can participate effectively in care and decision-making.

Participation

Health care providers, along with you and your family, share in care and decision-making at the level you choose.

Collaboration

Patients, families, health care providers — we all work together to develop, implement, and evaluate policies and programs in facility design, in professional education and in the delivery of care.

Who can stay or visit with me while I am in the hospital?

Family

Family members and loved ones are part of your care team and important to your health and well-being. You, the patient, choose your care partner based on biological, legal or emotional relationships. Your "family" may include relatives, partners, friends or paid caregivers. Family provides support, comfort and important information during your hospital stay. Your care partner is welcome 24 hours a day. Please list your primary "care partner" on **page 3** of **my health care notebook**. If your care partner plans to stay overnight in the hospital, please discuss this with your nurse to make arrangements.

Visitors

Visitors are your guests, and, in some cases, may be relatives. They can visit during **8 am to 9:30 pm** visiting hours. Children supervised by an adult can visit and are not restricted by age.

Your visitors must be free of communicable diseases, such as colds and flu, and must respect policies to control infections.

Your care partner is welcome 24 hours a day.

Patient Rights and Responsibilities

What are my patient rights and responsibilities?

You can promote your own safety by being well informed and involved, taking part in your treatment choices and speaking openly with your health care team. Because we want you to be a partner in your care, we want you to know your rights as well as your responsibilities during your stay at our hospital. We invite you and your family to join us as active members of your care team.

While you are a patient at Suburban Hospital, it is important for you to know what to expect of us and what we expect of you.

Patient Rights

You have the right to

- **have** reasonable access to appropriate medical care within the hospital's capability without consideration of race, color, age, ethnicity, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, culture, language, national origin or the ability to pay.
- **have** care that is considerate and respectful of your personal dignity and privacy and your cultural, psychological and spiritual values and beliefs.
- **receive** care in a safe setting and to be free from all forms of abuse, harassment or neglect.
- **have** your medical records be kept confidential and to access information contained in your medical records within a reasonable time frame.
- **receive** a copy of the hospital's Notice of Privacy Practices related to HIPAA.
- **formulate** advance directives and to have hospital staff and practitioners who provide care in the hospital comply with those directives.
- **participate** in the development and implementation of your plan of care.
- **have** your pain assessed and treated appropriately.
- **have** an interpreter or other communication assistance provided by the hospital if English is not your language of choice, or if you have visual, speech, hearing or cognitive difficulty.

- **make** informed decisions regarding your care. Your rights include being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment. You or your representative, however, do not have the right to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- **give or withhold** informed consent.
- **give or withhold** consent to recordings or videotaping for purposes other than your care.
- **receive** visitors including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend as well as the right to withdraw or deny such consent at any time. The hospital allows for the presence of a support individual of the patient's choice unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- **have** a family member or representative of your choice, as well as a physician of your choice, notified promptly of your admission to the hospital.
- **be free** from any form of restraint or seclusion during acute medical or surgical care, and from behavior management that is not medically necessary or is used as a means of coercion, discipline, convenience or retaliation by staff. Restraints may only be used if needed to improve your well-being and if less restrictive interventions have been determined to be ineffective.
- **know** the name of the physician or other practitioner who has primary responsibility for your care.
- **choose** to participate voluntarily in clinical training programs or any research project affecting your care or treatment. Any research will be conducted in accordance with policies and procedures approved by the hospital's Institutional Review Board (IRB). Specific information concerning potential benefits, risks and alternatives will be provided to anyone who agrees to participate in a research project. A decision not to participate in a research project in no way compromises or adversely affects access to care or the quality of care.
- **have** an explanation of the alternatives when Suburban cannot provide the care you request and/or need. Before you are transferred to another facility, you have the right to be informed of the necessity and medical advisability of the transfer; the alternatives to such a transfer; and the assurance that the other facility has agreed to accept the transfer.

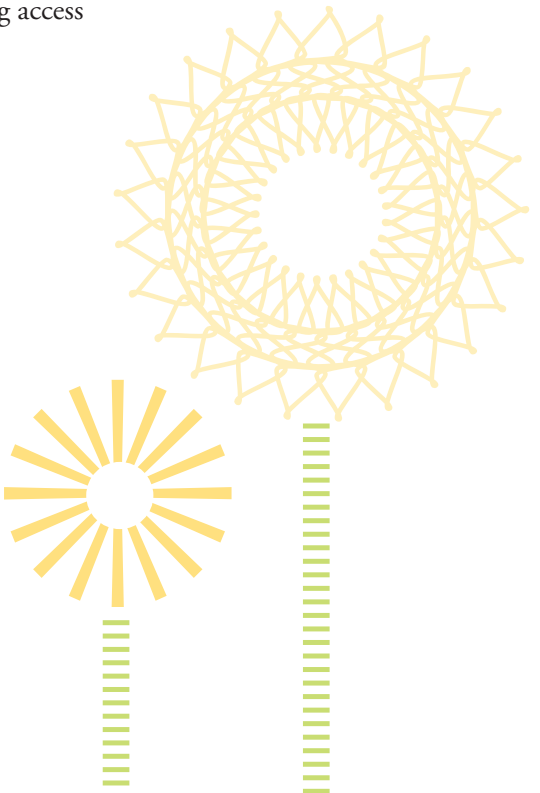
- **request and receive** an itemized bill with explanation for all hospital services.
- **voice** your concerns and recommend changes without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment or service.
- **have** a prompt resolution of grievances and to be informed about the hospital's grievance procedure, including whom to contact to file a grievance. If you feel we have not adequately addressed your concerns, you have the right to contact the Dept. of Health & Mental Hygiene, Office of Health Care Quality, 55 Wade Ave., Catonsville, MD 21228-4663 or at **1-410-402-8016** or The Joint Commission's Office of Quality Monitoring at **1-800-994-6610**.
- **have** unrestricted access to communication with any person or persons of your choice including, but not limited to, physicians, attorneys and clergymen, at any reasonable hour. Any restriction will be fully explained to you and your family in a language you understand.
- **access** protective services, including guardianship and advocacy services, conservatorship, child or adult protective services, the protection and advocacy network, the State survey and licensure agency.
- **contact** the hospital's Ethics Committee for assistance in reaching a decision concerning health care options, conflict resolution, and ethical issues including the withholding of resuscitative services, forgoing or withdrawing life-sustaining treatment, and treatment at the end of life. Your family may also contact the Ethics Committee.
- **be informed** in writing of your rights when you are admitted. When written communication is not effective, you will be informed of your rights in a manner that you can understand. If you are unable to accept this information, we will give it to your representative.
- **be informed** in accordance with Maryland law, if you are a mental health patient, of specific rights on admission in language and terms that are appropriate to the individual's condition and ability to understand.
- **have additional rights** provided for by law, if you qualify (e.g., "Patient Transfers to Other Hospitals;" "Handicapped Patients").
- **have your questions or complaints communicated** directly to the appropriate hospital personnel, to receive a prompt response and to receive remedial action, if necessary.

Patient Responsibilities

You have the responsibility to

- **provide** complete and accurate information about past, present and developing health conditions.
- **tell** us whether you understand the course of treatment and what is expected of you.
- **help** us assess and manage your pain.
- **accept or refuse** the treatment plan recommended by your physician.
- **follow** hospital rules and regulations.
- **be considerate** of the property and rights of other patients and hospital personnel.
- **inform** the hospital as soon as possible if you believe your rights have been violated. This may be done at any time by calling **x2000**.
- **tell** appropriate hospital personnel if you have a living will, durable power of attorney for health care or other form of advance directive.
- **follow** hospital procedures when requesting access or amendments to medical information.

We invite you and your family to join us as active members of your care team.



Speak Up!

Speak Up is a collaborative effort between Suburban Hospital and The Joint Commission to encourage patients to help us prevent medical errors in the delivery of your care.

Speak up if you have any questions or concerns.

Pay attention to the care you are receiving.

Educate yourself so you fully understand your diagnosis and treatment.

Ask a trusted family member or friend to be your advocate.

Know about your medicine. Medicine errors are the most common health care mistakes.

Use an accredited health care facility, like Suburban, that has completed rigorous inspections to ensure safety and quality.

Participate in all decisions about your treatment plan.

Do I have an Advance Directive or Medical Orders for Life-Sustaining Treatment (MOLST) Form?

You have the right to make important decisions about your health care. If you lose the ability to make decisions for yourself, an advance directive, in the form of a living will and/or durable power of attorney for health care, can ensure that we honor your wishes. We will ask if you have an **Advance Directive**. If you want to have one, your nurse can give you a copy of the Advance Directives Guide.

In addition, in Maryland, a physician, physician assistant or nurse practitioner may ask you about a Medical Orders for Life-Sustaining Treatment form, or **MOLST**. This form gives you options for cardiopulmonary resuscitation and other life-sustaining treatments that 911 emergency services will follow, as well as Suburban or any other Maryland hospital or health care facility. The medical orders may instruct 911 responders and Suburban to provide comfort care instead of resuscitation if that is your wish. Be sure to keep extra copies available. You can find more information at **http://marylandmolst.org/pages/consumers.htm**

If you have questions about Advance Directives or MOLST, please ask your physician or nurse.

Your Health & Safety

Who is my hospital health care team?

Below is a list of the types of medical staff who will be taking care of you.

Health Care Team	Description
You	YOU and your family are part of your hospital health care team. You can engage actively with your physicians and nurses about your health and your care. Working together, we can improve your time in the hospital and your health outcomes. If we can do anything to make you more comfortable, please tell your nurse or the nurse director or call our Patient and Family Experience Manager at **x3043**.
Hospitalists	Board-certified physicians manage your care if you do not have a primary care provider or if your provider prefers that a hospitalist handles your hospital care.
Intensivists	Physicians — board-certified in critical care medicine — manage your care if you are in our Intensive Care Unit (ICU). They coordinate patient care and work collaboratively with specialists, surgeons and your primary physicians.
Nurses	Registered nurses (RNs) and advanced-practice nurse practitioners (NPs) provide your care 24 hours a day. Patient care technicians and student nurses help with routine care. Nurse directors and assistant nurse managers provide supervision and coordinate care on each unit.
Care Coordination Team	Social workers and care managers help you and your hospital team create a discharge plan for your care after you leave the hospital. We start making this plan with you and your hospital team as soon as you are admitted or placed in observation. Plans may include assistance with the activities of daily living, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs.
Office of Patient & Family Experience	While you are in the hospital, if you have any concerns, call the Office of Patient and Family Experience at **x3043**.

Other Specialists	Respiratory therapists, physical and occupational therapists, radiology technicians, and others may work with you.
Palliative Care Team	Palliative care is supportive care for patients with a serious illness. It can begin at any stage of illness. The goal is to relieve pain, symptoms and stress, and provide the best quality of life for you and your family. Palliative care is not the same as hospice care. You receive palliative care to help as you recover from a serious illness or to help manage a chronic condition. Our multidisciplinary team will work closely with your primary physician to give you the additional support you need. A palliative care physician leads the team, which includes a pain and palliative care nurse practitioner and massage therapist. The team works closely, when needed, with a dietitian, chaplain and other support services. Talk to your physician or nurse for more information.
Spiritual Care and Chaplaincy Services	Our Department of Spiritual Care and Chaplaincy Services offers spiritual and emotional support to you, your family and hospital staff. We respect each person's faith and cultural traditions, and are available for all faith groups. The hospital chaplain is available weekdays. We offer on-call chaplains for evenings and weekends. Ask any staff member to arrange a visit from a chaplain, minister, priest, rabbi or other clergy. Communion and the Anointing of the Sick are available daily to Catholics. A rabbi is available on call, and a "Jewish Chesed visitor" offers Friday night candles to Jewish patients. The Shapiro Meditation Room, located on the first floor near the main elevators, is always open for prayer and reflection. You can find religious literature, sacred readings, a prayer rug and a prayer book where we encourage people to write prayers.

You can keep a record of the names of your health care team on **pages 3-4** of **my health care notebook**. Ask your nurse for help contacting anyone on your health care team.

What is Bedside Shift Report?

To promote good communication between your nurses and you and your family, we want you to join with your nurses in **Bedside Shift Report**. At this time, your nurse who is going off duty shares important information about you with the nurse coming on duty — at your bedside. Bedside Shift Report helps make sure you get high-quality care. If you have questions or concerns about your care, Bedside Shift Report provides a good time to raise them. Ask your nurse if you have questions about the report.

If you have questions or concerns about your care, Bedside Shift Report provides a good time to raise them.

What is my Communication Board?

You have a white Communication Board in your room. On it, your nurse writes the names of staff who will be working with you each day. Your nurse also lists your plan of care and activities for each day. You can review your Communication Board with your nurse, especially during the Bedside Shift Report.

Does my personal physician know I am in the hospital?

Be sure to tell your physician that you are in the hospital. You also should make an appointment to see your physician one week after you leave the hospital so that you can continue to heal. Please make your appointment **before** you leave the hospital. Use **page 9** of **my health care notebook** to record your appointment. Ask if you need help making the call.

What do I need to know about my medicine?

While you are in the hospital, your medicines may change. You can write your questions about your medicine on **page 7** of **my health care notebook**. You can always ask a nurse for a list of the medicine you are taking in the hospital. This list may include medicines you will not take when you go home.

Before you leave the hospital, you will receive an **After Visit Summary (AVS)**. It lists the medicine you need to take when you go home. Review this list at your appointment with your own physician one week after you leave the hospital.

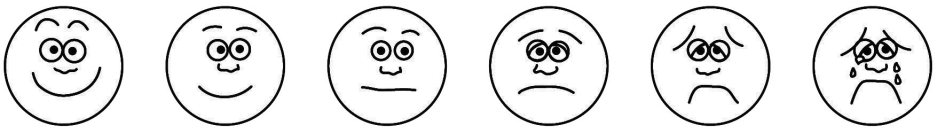
Always ask about any medicine you don't recognize before you take it.

For your safety with medicine, please note:

- Always ask about any medicine you don't recognize before you take it.
- Your nurse will collect any medicine you bring from home. Our pharmacist will identify and label it. Then your nurse will securely store the labeled medicine.
- If you use a medicine at home that is not available in the hospital or we do not have a hospital pharmacy-approved substitute, you will need to provide the medicine from home.
- For your safety, you may not keep any medicine in your room. Staff will give you a receipt for medicine brought from home and return any unused medicine when you leave the hospital.
- Your schedule for receiving medicine in the hospital may be different from the schedule you follow at home.
- If you have questions about your medicine, please ask your nurse.

What if I am in pain?

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Hospital staff will ask you about your pain level using a scale from "0" to "10" or a face chart. "0" means no pain and "10" means the worst pain you have ever had. Discuss your pain with your hospital team, so we can work with you to develop a plan for managing your pain.



©1983 Wong-Baker FACES Pain Rating Scale

How do we promote safety for our patients, families and visitors and reduce the risk of infection while you are in the hospital?

Together we can take a number of steps to reduce the risk of infection while you are in the hospital. For more infection control and prevention information, call **x4104** from any hospital phone.

Wearing an identification bracelet

We give each patient an identification bracelet. You must wear this ID throughout your hospital stay. To prevent errors, our staff asks you your name and date of birth when giving medicine and blood transfusions, performing tests and treatments and taking blood samples. In addition, we scan your bracelet before giving you medicine or blood transfusions.

You and your family know you best.
If you see a sudden decline in condition, immediately first tell your nurse or physician or call the Rapid Response Team at **x14**.

Cleaning hands

Keeping hands clean is the number one way to prevent infection. Hand cleaning is everyone's responsibility.

- Speak up and ask the staff and physicians if they have cleaned their hands.
- Speak up and ask your family and visitors if they have cleaned their hands when they come into and leave your room. A sanitizer dispenser is next to each room door.

Being placed in isolation

- We sometimes need to place a patient in "isolation" to help prevent the spread of infections in the hospital. If you are in isolation, we will post a sign on your door. Your nurse or physician will answer any questions about isolation care. They may wear gowns, gloves or masks depending on your situation.
- We may ask family and visitors to put on gowns, gloves or masks before entering your room.

Preventing falls

Let's work together to prevent falls. You are more likely to fall while in the hospital because of your medicine or because you are in an unfamiliar place.

Prevent falls by getting up slowly. Before rising, sit on the edge of your bed for a few minutes.

- Use the call light for the nurse or patient tech **before** you get up, if you feel dizzy or weak, or if your hospital care team asked you not to get up without staff help.
- Prevent falls by getting up slowly.
- Before rising, sit on the edge of your bed for a few minutes.
- Always wear your non-skid slippers.
- Make sure that you have a clear path to your chair or the bathroom before getting up.

Not Using Personal Electrical Appliances

For your own safety, please do not use personal electrical appliances in the hospital, such as hair dryers or razors.

- If you have personal medical equipment you need to use, our Clinical Engineering Department will check it for safety. Please ask your nurse to help you.

Quick Guide to Your Stay

ATM	An ATM is on the second floor of the hospital near the cafeteria.
Cell Phones & Other Devices	• You may use your laptop, tablet, cell phone and their charging devices unless you are in an area marked **"No Phone Zone"**. Such devices may interfere with medical equipment. • We are not responsible for lost cellular devices.
Dining Options	• Ask staff for our menu. • To order your meals, press **x3663** on your bedside phone. Call between **6:30 am and 6:30 pm.** Once you order, we will deliver within 45 minutes or at your requested time. • Kosher and vegetarian meals are available. • Family members can order for you from home by calling **301-896-3663.** • Guest hospital meals are available at your bedside; we add the cost to your hospital bill. • A full-service cafeteria on the second floor is open for breakfast and lunch on weekdays. • Pizza, sandwiches and other items are available near the cafeteria on weekdays and weekends, including evenings. • A cash-only coffee and snack bar is available in the main lobby and is open on weekdays and weekends. • Vending machines are available near the cafeteria and in the Emergency Department waiting room.
Fire Drills/ Emergencies	• We regularly conduct fire and disaster drills. If a fire drill or true emergency occurs, please stay calm. All members of the hospital staff are highly trained for such situations. • During a disaster or security alert, staff or an overhead announcement will give you directions about what to do. • Our staff will help you evacuate if necessary. Please follow staff directions. If you can walk, follow the lighted exit signs.
Gift Shop	Our gift shop is on the first floor in the hall to the main elevators.
Hearing Impaired Services	Let our staff know if you need these services.
Internet Access	We have **free** wireless (Wi-Fi) services. Simply connect your smartphone, tablet or laptop to our Wi-Fi network "**SuburbanGuest**" and choose "**accept**" to agree to our connection policies.
Local Hotels/ Restaurants	Volunteers at the Information Desk in the main lobby can give you a list. After hours, ask the nursing staff for the list.

Parking	• You and your visitors can use paid self-parking or valet parking. Valet parking is available at the front entrance from **8 am to 4 pm.** • If you leave the hospital after 4 pm, valet-parked car keys are at the Information Desk until 8:30 pm and at the Emergency Department Security desk after that time.
Security	• Uniformed security officers patrol the hospital 24 hours a day. An officer also monitors the Emergency Department entrance. • If you have any security questions or concerns, please call the Security Office at **x2500** from any hospital phone.
Telephone calls	• To make a phone call: 1. Internal phone numbers: press the last 4 digits 2. Outside local calls: press 5 + Area Code + 7-digit phone number 3. Outside long-distance calls: Credit cards : press 5 + 1 + 800-225-5288 Collect calls : press 5 + 1 + 800-265-5328 • Call **x4357** to request an amplifier or TDD phone.
Television	• Health education and basic TV channels are available. • Call **x4357** to report television-related issues. • Please keep your TV at a reasonable volume.
Telephone and Television Payments	Your room has direct-dial telephone and television service. We charge separate daily fees for both services.
Translation Services	We have language translation services for many foreign languages. Let our staff know if you need these services.
Your Valuables	• When possible, please leave all jewelry, money, credit cards, laptop computers, music players and other valuables at home. • If you want, nursing staff will itemize any valuable that you cannot send home and call Security to secure them. • When you are preparing to leave the hospital, our staff will contact Security to return your valuables. • Please take all personal belongings with you when you leave the hospital.

Preparing to Leave Suburban

Understanding my After Visit Summary (AVS)

Your Care Coordination team will help you prepare. Before leaving, you will receive an **After Visit Summary (AVS)** that includes your medicine list and your after-hospital plan of care. Please discuss any questions or concerns with your nurse before you leave. Remember to use the discharge checklist on **pages 11-12** of **my health care notebook**.

Making follow-up appointments

To help you heal, you should make a follow-up appointment with your primary care physician or specialist for one week after you leave the hospital. Please make the appointment before you leave and write it on **page 9** of **my health care notebook**. After you leave the hospital, we will call to see how you are doing and to answer any questions about your care.

Needing other services

After leaving the hospital, you may need a visiting nurse, a home health aide or special equipment to help you recover. You may also need a rehabilitation hospital or skilled nursing facility to help you get stronger. If you need any of these services, your Care Coordinator will help you.

After You Leave Suburban

What if I need Suburban's outpatient services after I leave?

To schedule outpatient services with Suburban such as radiology or cardiac stress testing as well as pre-surgical testing, please call **301-896-2222** weekdays from **8am to 6pm**. If calling after hours, please leave a message. A scheduling coordinator will return your call. For your own safety, if you are a same-day surgery/procedure patient, you will need to arrange for a responsible adult to drive you home.

How can I provide feedback about my care?

We welcome your feedback!

After you leave the hospital

- You may receive a survey in the mail with a postage-paid return envelope. We greatly appreciate your comments, so please fill it out.
- Call our Office of Patient and Family Experience at **301-896-3043** to ask for a survey or share compliments about your care.
- Call our hospital patient line at **301-896-2000** to share concerns about your care. If you prefer, you may write to:

  Suburban Hospital
  Attn: Office of Risk Management
  8600 Old Georgetown Road
  Bethesda, Maryland 20814

We welcome your feedback! Use this information after you leave the hospital.

What other help does Suburban offer?

Suburban offers many different ways for you to benefit from our services. We have physician referrals and hospital and community information as well as classes you can take. Please call **301-896-3939** or **x3939** from inside the hospital. You can also check our website for information about classes. Our website has a health information library with articles on medical conditions and treatments and access to interactive quizzes, videos, medical illustrations and information about medical tests and procedures. To learn more, please visit **hopkinsmedicine.org/suburban_hospital**.

Your Medical Bill & Health Records

How will my insurance work at Suburban?

Our financial counselors are committed to help your insurance billing work smoothly. Insurance questions? Please call **1-443-997-2033** weekdays during business hours.

How will I be billed for my hospital stay?

When you register,

- We ask for complete insurance information for all of your insurance plans, including Medicare and Medicaid. We use this information to submit your hospital claim correctly and to ensure prompt payment.
- If we do not have all insurance information at the time of your service, you — as the patient or guarantor — are responsible for the bill.
- You may need to pay deductibles or co-payments at registration. We accept personal checks and credit cards.

When you leave,

- We will file health insurance claims directly with your primary payer. If appropriate, we will also bill your secondary insurance payer. If you do not know which plan is primary, a financial counselor will help you.
- We will bill you directly for any outstanding co-payments and other balances that your insurance payer does not pay. If your insurance does not respond within 60 days of the claim, we will ask you to contact your insurance payer on our behalf. If your insurance does not respond, you are ultimately responsible for the hospital bill and will receive billing statements.
- As your insurance payer pays your claims, most payers will send you a letter explaining the amount paid and the portion for which you are responsible.
- If you need assistance or want an itemized bill, our patient account representatives will answer questions about our financial policy and will help you with questions about your bill or insurance claim. Please call Customer Service at **1-866-323-4615**.

Will I receive any bills in addition to my bill from Suburban?

YES, you will receive multiple bills, possibly even months after your stay.

- A hospital bill will include charges for your room, food, medical supplies and services, and any tests or procedures that you undergo, including x-rays.
- You will receive additional bills for professional services you received from physicians who are contractors and not Suburban employees. You may receive additional bills from:
    - anesthesiologists
    - cardiologists
    - emergency department physicians
    - hospitalists and intensivists
    - pathologists
    - radiologists
    - specialists
    - surgeons

Your insurance may help pay for some of these bills. Remember, some physician services may not participate with your plan.

Can I receive financial assistance?

We provide quality care to all patients regardless of ability to pay. For eligible Maryland residents and others who cannot afford to pay for care, we offer financial assistance on a case-by-case basis. When you register as an inpatient, an emergency patient or a surgery patient, you will receive a Financial Assistance Information Sheet. If you think you are eligible for financial assistance, please call **301-896-2222**, or visit **hopkinsmedicine.org/suburban_hospital**. You can also ask for a copy of our Financial Assistance Information Sheet and Application at the Admitting and Registration Desk.

What is MyChart?

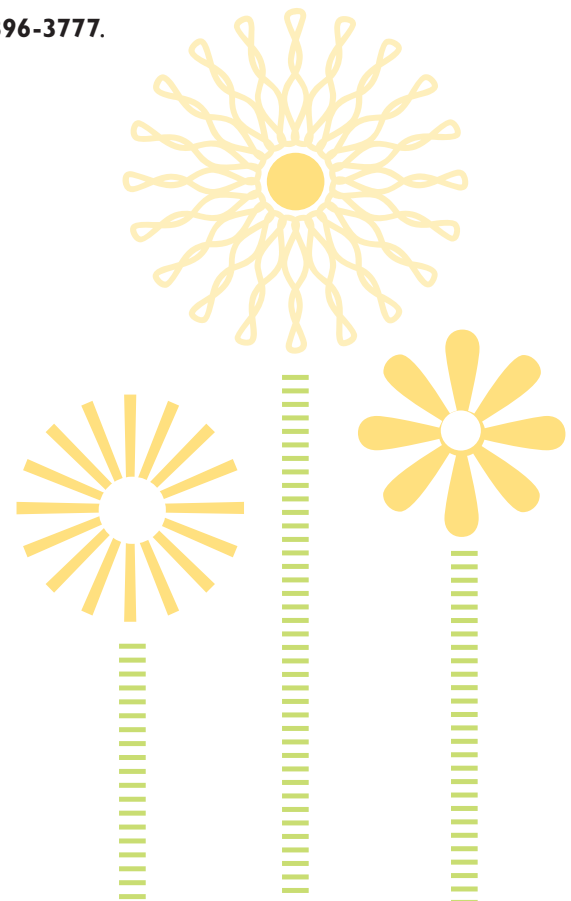
Your Suburban hospital records are available in your online **MyChart** account at no charge. MyChart is a secure website that lets you access important information from your hospital record. It includes most test results, diagnoses and medications. When you leave the hospital, the last page of your **After Visit Summary (AVS)** has an activation code and other information to help you set up your account. If your personal physician is affiliated with Johns Hopkins Medicine, you may have already set up your account. For more information, view our Frequently Asked Questions at mychart.hopkinsmedicine.org

If I don't use MyChart, how can I get a copy of my health records?

You or your legal representative can also ask for a copy of your records. There is a fee for copying health records. To get a copy, complete an Authorization for Release of Medical Information and return it to the Medical Records Office in person, by mail or by fax.

Mailing address: 8600 Old Georgetown Road, Bethesda, MD 20814
Fax: 301-896-7352

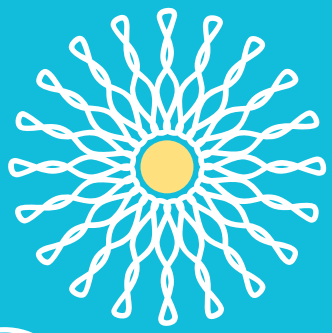
If you have any questions, call **301-896-3777**.



Suburban Hospital is a member of Johns Hopkins Medicine. This important relationship strengthens our clinical services and brings increased opportunities for medical innovation, education and research. It also helps us achieve our goal of ensuring that our community has access to the very best health care available.

Suburban Hospital features a certified stroke center, a Level II trauma center as well as centers of excellence in cardiac care, orthopedics & joint replacement surgery, neurosciences and oncology. We are also proud of our unique research affiliation with the National Institutes of Health, which enhances the care in many of these high-level service areas.

Funding for the *My Get Well Kit* was made possible through generous philanthropy. To add your support, please contact the Suburban Hospital Foundation at 301-896-GIVE or donate.suburbanhospital.org.



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