

If You Have Questions, Concerns or Comments

At Inova, we recognize the importance of effective communication between you and our dedicated healthcare team. We encourage you to ask questions and share concerns while you are in the hospital so that those who are caring for you can provide prompt, courteous solutions to any issues that may arise.

Additionally, the hospital's patient representatives are available to help patients and families with problems, clarify hospital policies, and assist with disability access issues or other special needs. The Patient Relations program has a process to address all complaints and grievances. Patient representatives welcome the opportunity to assist you, and can be reached at the phone numbers listed below.

Patient Representative Contact Numbers

- Inova Alexandria Hospital. **703.504.3128**
- Inova Fairfax Medical Campus. **703.776.3663**
 - Inova Fairfax Hospital
 - Inova Children's Hospital
 - Inova Heart and Vascular Institute
 - Inova Women's Hospital
- Inova Fair Oaks Hospital. **703.391.3607**
or **703.391.3885**
- Inova Loudoun Hospital. **703.858.6795**
- Inova Mount Vernon Hospital. **703.664.7555**

We hope you will allow us the opportunity to assist with any issues that may arise during your hospital stay. If you choose, you may also contact the Virginia Department of Health, Office of Licensure and Certification, 9960 Mayland Drive, Suite 401, Richmond, VA 23233, or call **800.955.1819**.

Additionally, you may contact the Office of Quality Monitoring, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181, or call **800.994.6610**.

Insurance Concerns

If you have questions or concerns about decisions made by your health insurance plan, contact the Managed Care Ombudsman at **877.310.6560**.

Ethics Consultation

Our hospitals' Ethics Committees provide consultation services to help a patient or family deal with questions of life and death, as well as the quality of life. The Ethics Consultation team helps patients, families, physicians and hospital staff talk about appropriate plans of care when an ethical dilemma exists. The role of the team is to advise; it does not judge or make decisions. Its assistance is intended to help clarify issues for the patient and family members involved, and give them the information they need to make decisions.

Anyone directly involved with a patient can seek a consultation on the patient's behalf, including the patient, family members, friends, physicians, nurses, as well as other members of the patient's care team.

To contact a member of our hospital's Ethics Consultation team, call the hospital operator or the hospital's patient representative.

Your Healthcare Decisions

You have the right to complete an Advance Directive which shares your wishes if you are unable to make healthcare decisions for yourself. An Advance Directive can include:

- Designating someone to make healthcare decisions for you and the types of decisions they can make
- Specific healthcare decisions to include end-of-life decisions
- Organ donation decision

It is our policy to respect your wishes in accordance with the law and the hospital's capabilities. If your attending or treating physician has a personal conscience-based objection to the stated wishes in your Advance Directive (for example, reproductive or end-of-life decisions), under Virginia Code 54.1-2987 and Inova policy, the physician must make a reasonable effort to transfer your care to another physician willing to comply with your wishes.

If you have an Advance Directive, please provide us with a copy. If you would like more information on Advance Directives, please ask your nurse or patient representative.

Inova complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Atención: Si usted habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Por favor infórmele a nuestro personal sobre sus necesidades para lograr una comunicación efectiva.

알려드립니다: 귀하가 한국어를 구사한다면 무료 언어 도움 서비스가 가능합니다. 효과적인 의사전달을 위해 필요한 것이 있다면 저희 실무자에게 알려주시기 바랍니다.

inova.org/patientrights

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