

# WELCOME

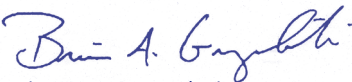
On behalf of our entire health-care team, thank you for choosing Suburban Hospital for your medical needs.

For more than 65 years, Suburban Hospital has ensured quality care by adhering to its guiding mission of improving health through skill and compassion. With a broad base of advanced clinical services; strategic partnerships with some of the country's most prestigious medical institutions; exceptional staff and physicians, including some of the leading minds in medicine; and state-of-the-art technology and facilities, Suburban Hospital has earned a reputation of excellence in the Washington, DC region.

Suburban Hospital is now a member of Johns Hopkins Medicine – one of the most respected health-care organizations in the world. This incredible relationship promises to strengthen our clinical services and bring increased opportunities for medical innovation, research, and education. It furthers our goal to assure 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.

To help ensure that you and your visitors have a pleasant and comfortable experience in our hospital, we are pleased to provide this comprehensive Patient Handbook complete with valuable information and resources. Should you have any questions or concerns, please don't hesitate to call on us.

Sincerely,



Brian A. Gragnolati  
President

*Your honest feedback is valued! To help us assure that our service is meeting the highest standards and to provide feedback about patient care improvements, please take the time to complete our Press Ganey satisfaction survey when you receive it in the mail. A postage-paid envelope will be included. Your time and input are greatly appreciated!*

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## ABOUT SUBURBAN HOSPITAL

### Mission

Improving health with skill and compassion.

### Values

Compassion | Excellence | Integrity | Teamwork | Accountability

### Centers of Specialized Care

Cardiovascular | NIH Heart Center at Suburban Hospital  
 Emergency/Trauma | State-designated Regional Trauma Center  
 Neurosciences | NIH Stroke Center at Suburban Hospital and Spine Care  
 Oncology | Cancer Center with Multidisciplinary Care Program  
 Orthopedics | Joint Center, Spine Care, and Sports Medicine

*Since our founding in 1943, generous contributions from area friends have been essential to helping Suburban Hospital remain at the leading edge of health care. They can also be an excellent way to honor your caregivers. If you are interested in offering your support, please contact the Foundation office at 301-896-3971.*

online  
donations  
now available

## Frequently Called Numbers

Billing Office .....	301-896-6000
Customer Relations .....	301-896-2000
Discharge Planning (Outcomes Management) .....	301-896-3030
Financial Counseling .....	301-896-2222
Food Service "At Your Request" .....	301-896-3663
Foundation Office .....	301-896-3971
Gift Shop .....	301-896-2073
Human Resources Job Line .....	301-896-3830
Medical Library .....	301-896-3199
Operator .....	301-896-3100
Pastoral Care .....	301-896-3178
Patient Information .....	301-896-3118
Security .....	301-896-2500
Scheduling & Registration .....	301-896-2222
Suburban On-Call/Physician Referral .....	301-896-3939
Support Groups .....	301-896-3939
Telephone/TV Support .....	301-896-8500
Volunteer Services .....	301-896-3092

## Suburban Hospital Online

With Suburban Hospital's user-friendly Web site, patients can pre-register online, browse our Class & Event schedule, offer feedback, and even pay a bill. With newly revised health-care content, users are able to search thousands of articles on medical conditions and wellness (Spanish translation available), and find a doctor. Check us out at [www.suburbanhospital.org](http://www.suburbanhospital.org).

*Join our online communities! Become a fan of Suburban Hospital on Facebook ([www.facebook.com/suburbanhospital](http://www.facebook.com/suburbanhospital)). Follow us on Twitter ([www.twitter.com/suburbanhosp](http://www.twitter.com/suburbanhosp)).*

# VISITOR INFORMATION

## Area Dining and Lodging

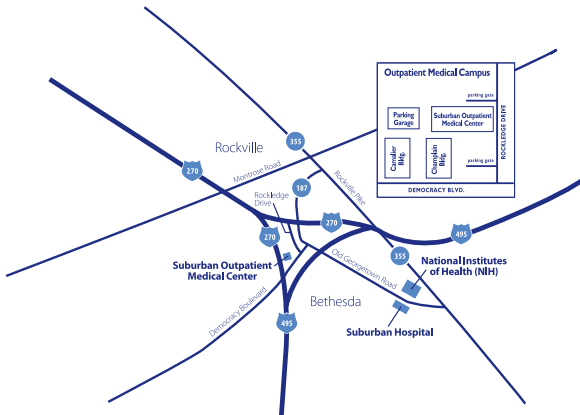
To accommodate patients, family, or other visitors from out of town, volunteers at the Information Desk in the main lobby can provide details about hotel and restaurant options near Suburban Hospital in Bethesda. The Bethesda Marriott offers a discounted rate for families of Suburban Hospital patients. In addition, the Bethesda Hyatt Regency and the William F. Bolger Center also offer discounted room rates. Please mention “Suburban Hospital” when inquiring about a reservation. Room availability/ discounts are based on availability and are not guaranteed.

## ATM

An automated teller machine is located in the hospital on the second floor by the cafeteria.

## Directions

Suburban Hospital is located just inside the I-495/95 capital beltway at 8600 Old Georgetown Road in Bethesda, Maryland. From I-495 or I-270 spur, take the Old Georgetown Road exit south toward Bethesda. The hospital is 1.5 miles (from I-495) on the right, directly across from the National Institutes of Health.



## Gift Shop

Suburban Hospital's Gift Shop, located on the 1st floor by the main elevators, stocks a wide variety of items appropriate for patients and visitors, including toiletries, snacks, cards, books, magazines, flower arrangements and other unique gifts. The Gift Shop is open most weekdays from 9:30 a.m. – 8 p.m. and weekends 11 a.m.-5 p.m.

For medical reasons, flowers and plants are not permitted in patient rooms in the Intensive Care Unit or Cardiology Center. If you have questions about the appropriateness of a gift for a particular patient, please ask the nursing staff.

## **Parking**

Paid parking is available at Suburban Hospital for patients and visitors. Each area is clearly designated. Parking rates are charged (M-F) between the hours of 9 a.m. – 5 p.m. (collected through 8:30 p.m.). Rates are posted and range from \$2 - \$10. Parking is not validated and may be paid by cash, check, or charge. Limited first come, first served parking for the disabled is provided adjacent to each entrance.

Valet parking is available under the front portico from 8 a.m. – 4 p.m. The cost of valet is \$6 for the first 3 hours or \$12 for more than 3 hours. If leaving the hospital after 4 p.m., car keys will be available at the Information Desk until 8:30 p.m. and at the Emergency Department Security Desk thereafter.

*If your medical flexible spending account (FSA) covers parking fees for medical services, please be sure to request a receipt.*

## **Visiting**

Suburban Hospital recognizes the importance of family and friends during an illness and each unit strives to provide flexible opportunities for visitors. General visiting hours are unrestricted, but may vary according to a patient's specific condition, treatment, or location within the hospital (i.e., ICU, Behavioral Health). See the nursing staff for details. Children under the age of 12 may be permitted to visit patients through special arrangement with the nurse in charge of the patient's care, and should be closely supervised. Please be considerate of other patients when visitors are present by limiting the amount of people and the noise level during visits.

Visitors must be in good health and should wash their hands before visiting. Before entering the patient's room, check for infection control/isolation signs posted on the outside of the door. Check with the patient's nurse to see if you need to wear a gown, gloves, or a mask while in the room. Please use public restrooms rather than the patient's bathroom.

For the comfort of patients and visitors, lounges and waiting areas with tables, magazines, and televisions are conveniently located throughout the hospital.

## **Wireless Internet Service**

Suburban Hospital provides complimentary wireless Internet access to hospital patients and their visitors with individual end-user devices (i.e. – laptops, PDAs, etc.). To get started, guests can simply call an automated voicemail box from the hospital-based, in-house phone by dialing x4444.

Please be aware that Suburban Hospital will not provide connectivity or configuration support for this service. Standard terms and conditions apply. Suburban Hospital is not responsible for devices brought to the hospital.

## OUR PATIENT AND FAMILY CENTERED CARE PHILOSOPHY

At Suburban Hospital, we support the core principles of Patient and Family Centered Care and invite you to join us as active members of your care team.

We foster and support:

- *Dignity and Respect.* Health-care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.
- *Information Sharing.* Health-care practitioners communicate and share complete and unbiased information with patients and families in ways that are supportive and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.
- *Participation.* Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- *Collaboration.* Patients, families, health-care practitioners, and health-care leaders collaborate in policy and program development, implementation, and evaluation; in facility design; and in professional education, as well as in the delivery of care.

## IMPORTANT PATIENT INFORMATION

### **Advance Directives**

As a competent adult, you have the right to make important decisions about many aspects of your health care. In the event that you ever lose the ability to make decisions for yourself, an advance directive, in the form of a living will or durable power of attorney for health care, can ensure that your wishes are honored. A member of the nursing team will ask if you have an advance directive document. Copies of the Advance Directives Guide can be obtained from your nurse or on the hospital's Web site at [www.suburbanhospital.org](http://www.suburbanhospital.org), under "Patients & Visitors." If you have any questions concerning this matter, please consult your doctor or nurse.

## Customer Relations

The Office of Customer Relations is a direct link to the Administrative Office of Suburban Hospital. The Customer Relations Liaison is available to assist you, provide answers to questions, or to assist in the filing of a complaint or grievance. Please feel free to contact this office at any time by dialing 301-896-2000 (x2000 within the hospital). If you prefer, you may write to: Suburban Hospital, Office of Customer Relations, Attn: Customer Relations Liaison, 8600 Old Georgetown Road, Bethesda, Maryland 20814.

## Ethics Committee

Suburban Hospital has an Ethics Committee designed to help patients, families, employees, and physicians deal with ethical concerns or other patient care decisions. The committee consists of specially trained, objective representatives of the medical staff, hospital staff, and the community. A patient or family member may request a consultation at any time by notifying the patient's nurse or by calling Outcomes Management at x3030.

## Going Home

**Discharge Planning** | Discharge planning begins at the time of your admission to the hospital. Discharge plans may include arrangements for home health care, rehabilitation, assistance with activities of daily living, nursing home placement, and/or other continuing health-care needs. The Outcomes Management Team will work with you, in conjunction with your physician, to ensure that your specific needs are met upon discharge from the hospital. For further information please call x3030.

**Leaving the Hospital** | Please make all necessary arrangements to leave the hospital as soon as you are discharged by your physician. Please ensure that you have all personal belongings (i.e., clothing, flowers, glasses) as Suburban Hospital is not responsible for personal property left in rooms.

A responsible adult must accompany same-day surgery/procedure patients. You may not drive yourself.

## Pain Management

When you are in the hospital, you will be asked to rate your pain. Please use the scale below to indicate the severity of your pain so that we can help you get the best relief possible.



0  
No Hurt



2  
Hurts a  
Little Bit



4  
Hurts a  
Little More



6  
Hurts Even  
More



8  
Hurts a  
Whole Lot



10  
Hurts Worst

## Personal Medications

To ensure your safety, patients should bring an accurate list of all medications they are currently taking at home, including those prescribed by their physician and any over-the-counter or herbal/alternative medications. During your hospital stay, all medications must be ordered by your physician and coordinated and administered by your nursing and pharmacy team. Personal medications will only be used in specific situations when the medication is either not available in the hospital or there is not an acceptable alternative substitute approved by your physician and the hospital pharmacy. If it is determined that your personal medications will be used during your stay, they will be ordered by your physician, identified and labeled by a Suburban pharmacist, and administered by your nurse. Personal medications that will not be used in the hospital should be sent home with a family member or friend. Should you have any questions about your medications, please contact your nurse or ask to speak to a pharmacist.

*Enclosed with this Patient Handbook is a Medical Information card. It is specially designed for you to record all of your current medications, medical history, and important contact numbers. Please complete this card and carry it with you at all times. Be sure to bring the card to all medical appointments and update the information as needed. You can also print copies of the card from our Web site under "Patients & Visitors." Please call x3092 from a hospital phone if you need any additional cards for friends or family.*

## Privacy and Confidentiality

Patients receive a copy of the hospital's privacy notice based on Federal HIPAA regulations. The Privacy Notice is also posted in various locations throughout the facility.

Federal law allows disclosure of a limited amount of patient directory information with your consent. This information includes your room number, the telephone number to your room, and your general condition (good, fair, serious, or critical). If you do not want anyone to know this information (including family and friends), you will be listed as "confidential" in the Suburban Hospital patient directory system. Please note that as a confidential patient, you will not receive telephone calls, visitors, flowers, or chaplaincy services. Please inform the Scheduling & Registration coordinator or your nurse of your preference.

## Registration/Scheduling

Registration coordinators request current insurance card(s) and a picture ID to ensure that your hospital claim is billed correctly. Payment for any deductible or co-payment



Pre-register  
online!

is expected at the time of registration. For your convenience, the hospital will accept a personal check or a major credit card (Visa, Master Card, American Express, or Discover). To schedule additional services as well as pre-surgical testing, please call 301-896-2222 between the hours of 8 a.m. and 6 p.m. Monday through Friday. If you are calling after hours, please leave a voice message and a scheduling coordinator will return your call the next business day.

### **Satisfaction Survey**

Suburban Hospital is proud to partner with Press Ganey to evaluate patient satisfaction. Patients are selected at random to receive a written survey after discharge. Your feedback is very valuable to us, and should you receive a survey in the mail, we would appreciate your completing and returning it in the postage-paid envelope provided. You may request a survey to be sent to you by calling Customer Relations at 301-896-2000.

## **PATIENT RIGHTS & RESPONSIBILITIES**

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 can expect reasonable access to appropriate medical care within the hospital's capability without regard to such considerations as race, color, age, gender, sexual orientation, disability, religion, national origin, or the ability to pay.
- You have the right to care that is considerate and respectful of your personal dignity and privacy and your cultural, psychological, and spiritual values and beliefs.
- You have the right to receive care in a safe setting and to be free from all forms of abuse or harassment.
- You have the right to confidentiality of your medical records and the right to access information contained in your medical records within a reasonable time frame.
- You have the right to receive a copy of the hospital's Notice of Privacy Practices related to HIPAA.
- You have the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with those directives.
- You have the right to participate in the development and implementation of your plan of care.
- You have the right to have your pain assessed and treated appropriately.

- If you don't speak English well, you have the right to an interpreter or other communication assistance provided by the hospital.
- You or your representative have the right to 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.
- You have the right to 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.
- You have the right to 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.
- You have a right to know the name of the physician or other practitioner who has primary responsibility for your care.
- Participation by any patient in clinical training programs or any research project affecting his care or treatment is strictly voluntary. 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.
- When the hospital cannot provide the care you request and/or need, you have the right to an explanation of the alternatives. 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.
- You have the right to request and receive an itemized bill with explanation for all hospital services.
- You have the right to freely voice concerns and recommend changes without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment, or service.
- You have the right to prompt resolution of grievances and shall 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 The Joint Commission's Office of Quality Monitoring at 800-994-6610.

- You generally have the right to 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.
- You have the right to 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.
- You/your family have the right to access 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.
- You or, when appropriate, your representative, shall 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.
- Mental health patients, in accordance with Maryland Law, will be informed of specific rights on admission in language and terms that are appropriate to the individual's condition and ability to understand.
- Certain patients have additional rights as identified and provided for by law (e.g. "Patient Transfers to Other Hospitals;" "Handicapped Patients").
- To insure that these principles are implemented and your rights are protected, procedures are in effect to provide for the direct communication of questions or complaints to appropriate hospital personnel with provision for prompt response and, if necessary, remedial action.

**Patient Responsibilities**

- You are expected to provide complete and accurate information about past, present, and developing health conditions.
- You are responsible for telling us whether you understand the course of treatment and what is expected of you.
- You are responsible for helping us assess and manage your pain.
- You are responsible for accepting or refusing the treatment plan recommended by your physician.
- You are responsible for following hospital rules and regulations.

- You are responsible for being considerate of the property and rights of other patients and hospital personnel.
- You must inform the hospital as soon as possible if you believe your rights have been violated. This may be done at any time by calling Customer Relations at x2000.
- You are responsible for advising appropriate hospital personnel if you have a living will, durable power of attorney for health care, or other form of advance directive.
- You are responsible for complying with hospital procedures when requesting access or amendments to medical information.

## FOR YOUR SAFETY

Patient safety and security is of the utmost importance in all aspects of our care. Should you have any questions or concerns, please call the Security Office at x2500.

### **Cellular Phones**

The use of cellular devices, including Blackberry, Bluetooth, etc., is prohibited in some areas of the hospital due to potential interference with medical equipment. Please observe the “No Phone Zone” restriction notices posted throughout the hospital. Suburban Hospital is not responsible for lost cellular devices.

### **Electrical Appliances**

For your safety and the safety of others, personal electrical appliances may not be used in the hospital. Battery-operated music devices and other appliances may be used.

### **Fire Drills/Emergencies**

Suburban Hospital routinely conducts fire and disaster drills. If a drill or true emergency occurs during your stay, please do not become alarmed. All members of the hospital staff are highly trained to communicate with and assist patients and visitors in the event of an emergency. In the event of a disaster or heightened security alert, visitors may be asked (via overhead announcement) to vacate the building. For evacuation routes, please follow staff directions and lighted exit signs throughout the facility.

### **Identification**

Patients are issued an identification bracelet on admission, which must be worn throughout the hospital stay. Our staff uses information contained on the bracelet to correctly identify you when giving medications and blood transfusions, performing tests and treatments, and obtaining blood samples. This is a safety precaution. You can identify staff members by their photo ID badge stating their name and position.

## Initiative to Prevent Falls

Hospital patients can be more prone to a fall because of the medications they are on or being in an unfamiliar place. You can help prevent falls by getting up slowly, sitting on the edge of your bed for a few minutes, and if you feel dizzy or weak, or have been told not to get up by yourself, use the call light for the nurse or tech before you get up. Always wear slippers with non-skid soles, and make sure that there is a clear path to your chair or the bathroom before you get up.

## Lost & Found

Suburban Hospital is not responsible for patients' personal belongings. In the event that a personal item belonging to a patient or family member is misplaced during a hospital visit, please contact Security at x2500 to access the hospital's Lost & Found. (See valuables, p. 14)

## Security Officers

The hospital campus is patrolled by uniformed security officers 24 hours a day. An officer also monitors the Emergency Department entrance after 8:30 p.m. For assistance, please dial x2500 from any hospital telephone.

## Smoking

All Montgomery County hospitals have implemented the "tobacco-free" campus initiative. In an effort to promote the health and safety of our patients, staff and visitors, smoking is not permitted in any area of the hospital or on the campus, including the parking lots.

## 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. To print or view a copy of the Speak Up brochure, please visit our Web site at [www.suburbanhospital.org](http://www.suburbanhospital.org), and then click on "Patients & Visitors."

- **S**peak up if you have any questions or concerns.
- **P**ay attention to the care you are receiving.
- **E**ducate yourself to fully understand your diagnosis and treatment.
- **A**sk a trusted family member or friend to be your advocate.
- **K**now about your medications. Medication errors are the most common health-care mistakes.
- **U**se an accredited health-care facility, like Suburban Hospital, that has completed rigorous inspections to assure safety and quality.
- **P**articipate in all decisions about your treatment plan.

## Valuables

Suburban Hospital will not be held responsible for any valuables that you bring to the hospital and are not retained by security. We recommend that you leave all jewelry, money, credit cards, laptop computers, music players, and other valuables at home. Insurance cards, identification, and appropriate payment are required during registration and then should be sent home. Should you have any valuables with you that cannot be sent home, please contact Security at x2500. Should you choose to retain your property in your possession, you will be responsible for it.

# INFECTION PREVENTION

## Cleaning Hands

- Staff will help you clean your hands
- Visitors should clean their hands before they visit you and before they leave your room
- Hospital staff and doctors should clean their hands before they touch you

*It's OK to Ask—Hand cleaning is everyone's responsibility. Please don't hesitate to ask the staff and doctors if they have cleaned their hands.*

## Isolation

Isolation is used to help prevent the spread of infections in the hospital. If you are on isolation, a sign will be placed on your door. The staff and your doctors will answer questions about your care, and they will wear items such as gowns, gloves, or masks depending on what is required for your isolation. Family and visitors may be asked to put on gowns, gloves, or masks when they are in your room.

## Surgical / Invasive Procedures/ Inserting Medical Devices

Before a procedure is done, the staff and your physician will tell you what they are doing that will help prevent infections. Some infection prevention actions can include:

- Cleaning your skin with an antiseptic
- Wearing a sterile gown, gloves, hat, or mask
- Placing a clean bandage/cover on your skin after a procedure
- Changing the bandage/cover if it is dirty or is not staying in place

*It's OK to Ask—Remember that it is always OK to ask the hospital staff and your physician if you have questions about your care.*

You can call the Infection Control staff from any hospital phone by dialing x2716 for additional infection control and prevention information.

## HEALTH-CARE TEAM

Each member of your health-care team is committed to providing you with exceptional care and customer service. If there is anything we can do to make you more comfortable, please speak with your nurse, the nurse director, or call Customer Relations at x2000.

### **Medical Staff**

Suburban Hospital's medical staff includes close to 900 of the region's finest primary care physicians, specialists, and surgeons who strive to ensure all patients receive the best medical outcomes. Physicians on our medical staff are required to be board certified or board eligible in their area of expertise.

### **Hospitalists**

During your stay at Suburban Hospital, your care may be coordinated by a specially-trained physician known as a Hospitalist. Hospitalists are board-certified internal medicine physicians and family practitioners who specialize in caring specifically for hospitalized patients when the patient does not have a primary care provider or his/her provider prefers that the care be handled by the Hospitalist. If you have any questions about the Hospitalists, please ask your nurse or physician. To leave a voice message for your Hospitalist or to contact the Hospitalist on-call, dial the answering service at 301-896-7500.

### **Intensivists**

On our Intensive Care Unit (ICU) and Cardiac Surgery ICU, specially trained Intensivists are available around the clock. They coordinate patient care, working collaboratively with specialists and each patient's personal physician. When transferred from the ICU, your care will be coordinated by your admitting physician or a Hospitalist. To reach the Intensivist on-call, contact the answering service at 301-896-2258.

### **Nursing**

At Suburban Hospital, our nurses have earned a reputation for expert and compassionate care. Nursing care is provided 24 hours a day by professional registered nurses (RNs) and advanced-practice nurse practitioners (NPs). Patient care technicians and student nurses also assist with routine patient care activities under the close supervision of experienced RNs. Nurse directors and assistant nurse managers provide supervision and are responsible for coordinating care on each patient care unit. Should you have any questions or concerns, please contact your nurse or one of the patient care supervisors.

### **Ancillary Professionals & Support Staff**

While at Suburban Hospital, you may also come into contact with a variety of other health-care professionals, including physician assistants; orthopedic techs; patient transporters; lab and radiology technologists; physical, occupational or speech therapists; social workers; and dietitians. Additionally, many individuals are working behind the scenes, but are equally dedicated to ensuring your well-being while you are here. These departments include Environmental Services, Food Services, Engineering and Maintenance, Finance, Administration, Pharmacy, and Respiratory Therapy to name a few.

### **Outcomes Management Team**

At Suburban Hospital, we have a team of social workers and RN case managers who work in collaboration with your physician and other health-care team members to develop and implement a coordinated plan of care while you are in the hospital. The social worker, when ordered by your physician, will work with you and your family to develop a plan for your continuing care needs when you are discharged from the hospital. The case manager and social worker will discuss the options that are appropriate for you and the services covered by your insurance plan.

### **Volunteers**

Suburban Hospital has more than 400 volunteers from the community who work closely with our staff, patients, and families to provide a special element of compassionate support and assistance. Our volunteers are identifiable by their pink, blue, or burgundy jackets, blue and white shirts, and their name badges.

*Careers at Suburban Hospital - If you or someone you know shares our passion for excellence in health care and would like to join our team, we invite you to explore our comprehensive career information and job postings online at [www.suburbanhospital.org](http://www.suburbanhospital.org). Click on "Careers."*

## INPATIENT ACCOMMODATIONS

### **Calling for Assistance**

Attached to each bed is an easy-to-use patient control system that allows the patient to call for assistance, and ensures that a staff member will respond to your signal as quickly as possible.

## Hospital Bed

Your hospital bed is electronically adjustable for your comfort. Your nurse will explain operation of the bed to you. The bedside rails are for your protection. They may need to be in the upright position during the night, while you are resting, following surgery, or if you are taking certain medications.

## Telephone/Television

Each patient room is equipped with a direct-dial telephone and individual television service. Separate daily fees are charged for both services and generally are not covered by insurance carriers. You may pay for these services upon discharge at the Registration desk located in the main lobby. If you elect not to pay for these services upon discharge, the hospital will mail you a bill.

To make telephone calls within the hospital, simply use the four-digit extension. For unlimited local calls, dial "9" for an outside line and then the number you wish to call. Please remember that local calls in Maryland require use of the 301/240 area code (e.g., 9, 301-896-3100). For long distance calls, please dial "0" and the hospital operator will assist you.

*Reminder: The use of cellular or digital phones is prohibited in many areas of the hospital due to potential interference with our medical equipment.*

The Suburban Hospital television system provides educational channels with health-care programming as well as standard programming and movie selections for your enjoyment. A current channel line-up will be provided at the bedside. Please call x8500 to report television-related issues or to request additional functions for your telephone (amplifier, TDD).

## Types of Units & Rooms

Patient care units at Suburban Hospital are designed to accommodate similar patient populations. Requests for private rooms will be made on a case by case basis and by availability. Your accommodations will be based primarily on your diagnosis and upon room availability. Please note that insurance may not cover the additional cost of a private room.

## FOOD/NUTRITION SERVICES

The Food & Nutrition Services Department at Suburban Hospital is dedicated to providing appetizing and nutritious meals for patients, visitors and employees.

### **Inpatient Meal Service**

Suburban Hospital's "At Your Request" patient meal service offers freedom and flexibility with regard to meal times and selections. Once your diet is prescribed by your physician and communicated to Food & Nutrition Services, simply dial x3663 from your bedside telephone and a trained staff member from the diet office will assist you in choosing appropriate meal items. "At Your Request" menus are available to you (in English and Spanish) for ordering throughout your stay. Kosher and vegetarian meals are available upon request through the diet office. Guest meals are also available; a charge per meal (\$6 for breakfast, \$8 for lunch or dinner) will be added to your bill. Requests can be placed anytime between 6:30 a.m. and 6:30 p.m., with selections delivered to the bedside within approximately 45 minutes.

Family members may assist in placing meal orders. From outside of the hospital, simply dial 301-896-3663. The menu can also be viewed on the Suburban Hospital Web site ([www.suburbanhospital.org](http://www.suburbanhospital.org)). Pre-selected meals are available for patients who cannot actively participate in the program. Some items may not be available for patients on special diet restrictions. Patients on carbohydrate controlled diets for blood glucose management may need to receive meals at specific times to assist with better diabetes care. Registered dietitians are available for consultation during your stay. Please tell your nurse if you would like to talk with a dietitian.

### **Cafeteria/Noble Roman's**

The full-service, traditional cafeteria, located on the 2nd floor, is open weekdays for breakfast from 6:30 a.m. – 10 a.m. and for lunch from 11 a.m. – 2:30 p.m. The cafeteria features a fresh salad bar, deli station, grill items, homemade soups, sushi, and entrees, daily specialty bar, hot and cold beverages, and various desserts.

Noble Roman's, located on the 2nd floor in the dining area, offers pizza, breadsticks, oven-baked pasta, Italian-style subs, wraps, salads, and soups. Noble Roman's is open from 11 a.m. – 11 p.m. weekdays and from 7 a.m. – 11 p.m. on weekends. Call 301-896-2800 for information.

### **Coffee Bar**

A gourmet coffee bar is available in the main lobby of the hospital. The stand is open Monday through Friday from 7 a.m. – 5 p.m. and Saturday from 7 a.m. – 11 a.m. and features flavored coffees, lattes, espresso, cappuccino, hot chocolate, hot tea, and fruit smoothies.

Food selections include croissants, scones, and muffins. (Summer and Saturday hours may vary.)

### **Nutrition Counseling**

Registered dietitians are available for nutrition counseling and education. Inpatients can request to see a dietitian by speaking with their nurse. Outpatient nutrition counseling is available through Cardiac Rehab (301-896-3832/2104), Community Outreach/WellWorks (301-896-3939), or the Cancer Care Program (301-896-6770). Suburban Hospital also offers classes for diabetes management (see page 25.)

### **Vending Machines**

Vending machines are available 24 hours a day in areas adjacent to the cafeteria and the Emergency Department waiting room. Beverages, snacks and other food items are available.

## **SPECIAL SERVICES**

### **Integrative Medicine**

Integrative medicine is an approach to health care that supports the mind, body, and spirit for greater personal well-being, comfort, and healing. For more information, please call 301-896-2106, Monday through Friday, 8 a.m. – 5 p.m.

### **Interpretation Services**

Suburban Hospital provides language interpretation services for all foreign languages through Cyacom International phone service. The hospital's admitting or patient care staff will make necessary arrangements.

### **Mail**

Pick-up and delivery of mail is provided daily on each patient care unit. A US mailbox is also located outside the hospital's McKinley Street entrance. Books of postage stamps are available in the Gift Shop.

### **Meditation Room**

The Shapiro Meditation Room, located on the first floor (near the main elevators), is always open for prayer and reflection. It contains religious literature, various scriptural resources and a prayer rug.

### **Newspapers**

Daily newspapers (Washington Post, Washington Times, USA Today, etc.) are available through vending machines located near the cafeteria and the Emergency Department. Complimentary copies of the Washington Post Express are available with your breakfast tray upon request to your tray server.

## **Notary Public**

Notary services are provided by employees who volunteer their time separate and apart from their employment at Suburban Hospital. Notary services may generally be arranged Monday through Friday from 8 a.m. – 4 p.m., as staff members are available. We cannot guarantee that a notary will be available. Advance arrangements are recommended. A complete list of notaries can be found at the nurses' station on each floor, at the main Information Desk, or through the hospital operators. If you cannot locate a list, you may contact the Customer Relations office at x2000 for assistance in locating a notary.

Requirements for notarization include a government issued picture identification (i.e. drivers license or passport). All forms must be completed prior to calling for notary services. Documents cannot be pre-signed; they must be signed by each responsible party in the presence of the Notary Public.

## **Pain Management Services**

Suburban Hospital has Acute Pain Management services available for patients. Patients may request a consultation for these services from their physician. For further information on these services please call the coordinator at 301-896-3765 Monday through Friday, 8 a.m. – 4 p.m.

## **Palliative Care Services**

Palliative care is supportive care for patients with a serious illness. The goal is to relieve pain, symptoms, and stress, and provide the best quality of life for patients and their families. It may be provided through all stages of illness and at the same time as curative medical treatments. At Suburban Hospital, palliative care is provided by a multidisciplinary team that works closely with your primary physician to address all of your concerns. The team is led by a palliative care fellowship-trained physician, and includes a pain and palliative care nurse practitioner, counselor (who incorporates integrative medicine techniques), chaplain, dietitian, medical librarian, and massage therapist. For more information, please contact the palliative care team at 301-896-3765.

## **Pastoral Care**

The Department of Pastoral Care at Suburban Hospital strives to provide spiritual support for patients and families throughout the hospital visit. The hospital chaplain is available for pastoral care and maintains an on-call schedule. Additionally, a volunteer Catholic priest from St. Jane de Chantal Parish visits patients 6 days a week, and a Rabbi is available through the Jewish Social Services Agency 1-2 days a week. Other faith groups provide volunteer visitors on a regular basis. Friday night candles are available for Jewish patients through the Chesed Committee of Ohr Kodesh. For more information about Pastoral Care, please contact the chaplain at x3178.

## Physician Referral Services

PhysicianMatch is a free information and referral service of Suburban Hospital. Information specialists provide referrals to primary care physicians and specialists throughout Montgomery County and upper Northwest, DC. They will match requirements for location, specialty, and appointment times. PhysicianMatch is available Monday through Friday from 8:30 a.m. – 5 p.m. For more information, call Suburban On-Call at x3939.

## Services for the Hearing Impaired

Telephone amplifiers, TDD (telecommunication device for the deaf) machines, and closed caption televisions are available to hearing impaired patients free of charge. For information, to make arrangements for these devices, or to request a sign language interpreter, please ask your nurse or the nurse supervisor on the floor.

# PATIENT & FAMILY EDUCATION

To ensure the best medical results, patients and families should be active participants in all aspects of the health-care process. To assist you with this, Suburban Hospital offers a variety of educational opportunities. Your physician and other health-care providers can also provide extensive patient education information and address any questions or concerns.

## Medical Library

Suburban Hospital's medical library, located on the 1st floor, is available for physician, employee, patient and family use. The library has access to more than 2,000 electronic books, 5,000 electronic journal subscriptions, and 400 electronic databases. A designated patient computer, with a printer, is available outside the medical library director's office. You must obtain a password from the library staff to access the computer. The medical library director can also assist you with literature searches, including Internet and computer database searches. The hours are Monday through Friday, 8 a.m. – 5 p.m. For more information, please call x3199 from a hospital phone.

## Suburban On-Call

This is a free service offering physician referrals, hospital and community information, and class registration. Call 301-896-3939. Information is also available on the Suburban Hospital Web site at [www.suburbanhospital.org](http://www.suburbanhospital.org).

## Web Site

The Suburban Hospital Web site provides a wide array of educational health content. For example, the online health information library contains thousands of articles on medical conditions and treatments and includes access to interactive quizzes, videos, medical illustrations, and information about medical tests and procedures. Please visit [www.suburbanhospital.org](http://www.suburbanhospital.org) and click on “Health Info” to learn more.

### Special Educational Topics

The following educational information is important for patients/families.

**Grapefruit Interaction** | Please be aware that grapefruit inhibits the metabolism of many drugs, increasing or decreasing levels of absorption unexpectedly. We recommend that patients taking multiple medications avoid all grapefruit products. If you have further questions, please be sure to contact your physician.

**Mammography** | The state of Maryland requires that all hospitals educate women over the age of 40 about the importance of routine mammography for breast cancer detection. A mammogram is an x-ray picture of the breast taken by a technologist with a machine that uses very little radiation. It can usually detect breast cancer when it is still small and easier to treat. Most insurance policies cover screening mammograms. If you need financial help, you can contact the Montgomery County Women’s Cancer Control Program at 240-777-1750. For mammography guidelines and additional information, visit the medical library in the hospital or the health information library available on our Web site at [www.suburbanhospital.org](http://www.suburbanhospital.org), under “Health Info.”

Other mammography resources:

Susan G. Komen Breast Cancer Foundation	1-800-462-9273 <a href="http://www.komen.org">www.komen.org</a>
National Cancer Institute	1-800-4CANCER <a href="http://www.cancer.gov">www.cancer.gov</a>
Food and Drug Administration (FDA)	1-888-463-6332 <a href="http://www.fda.gov">www.fda.gov</a>

**Smoking Cessation** | Smoking cigarettes tops the list of major risk factors for our nation’s number one killer – heart and blood vessel disease – as well as many forms of cancer. Now is the time to quit! Talk to your doctor, nurse or other health-care professional today. Sign up for Suburban Hospital’s smoking cessation class by calling 301-896-3939, or call the Maryland Tobacco Quitline at 1-800-QuitNow (784-8669) or the American Heart Association Helpline at 1-800-LUNGUSA (586-4872).

*Remember - Suburban Hospital is a tobacco-free environment.*

**Vaccines** | Vaccines that help fight pneumonia and seasonal influenza may be given to you while in the hospital. The pneumococcal vaccine is recommended for all persons over the age of 65 and for persons with weakened immune systems or underlying health problems. It is given once and may be repeated every five years for those at highest risk. The seasonal influenza vaccine is given once a year during influenza season. For more information about vaccinations, visit [www.cdc.gov](http://www.cdc.gov).

## BILLING & FINANCIAL INFORMATION

### Billing

Please be sure to have your current insurance card(s) and a picture ID with you when you arrive at the hospital. Registration coordinators will use this information to ensure that your hospital claim is billed correctly. Please be prepared to pay any deductible or co-payment amounts at the time of registration. The hospital accepts personal checks or major credit cards (Visa, Master Card, American Express, or Discover).



To ensure proper billing and prompt payment, please submit complete insurance information for all insurance plans, including Medicare and Medicaid. If applicable, the hospital will bill both your primary and secondary carriers. If you do not know which plan is primary, a financial counselor will be happy to assist you. The Financial Counseling Office can be reached at 301-896-2222. If all insurance information is not given at the time of service, the bill will be the responsibility of the patient/guarantor. You will receive a notice that your claim has been billed, along with a copy of your summary hospital charges. Please keep this information for your records.

While Suburban Hospital will make every attempt to expedite your claim and payment through the insurance provider, as the patient, you are ultimately responsible for Suburban receiving full payment of your bill. After payment has been received from your insurance carrier, you will receive a letter or statement notifying you of any balance due. In the event that your insurance carrier does not respond promptly to our payment requests, you will receive a statement every 30 days and be asked to contact the insurance provider directly. Patient account representatives at Suburban Hospital are happy to answer any questions regarding our financial policy and will assist you with any questions about your insurance claim. If you need assistance, or to request an itemized bill, please call our Billing Office at 301-896-6000.

## Billing for Other Professional Services

In addition to your bill from Suburban Hospital, you will receive separate bills for professional services provided by physicians. The following lists a few of the physician groups that provide services at Suburban Hospital:

Bethesda Emergency Associates | 888-952-6772

First Colony Anesthesia Associates | 240-364-2462

Johns Hopkins Community Physicians | 888-300-0355

Radiological Services (Drs. Groover, Christie, & Merritt) | 301-562-7881

EKG Interpreters | 804-262-1190

Pathology Associates/Lab | 240-566-1600

*Note: We cannot guarantee that private physicians participate with your health insurance plan.*

## Financial Assistance

Suburban Hospital provides quality care to all patients regardless of their ability to pay. Suburban Hospital provides financial assistance on a case-by-case basis to eligible Maryland residents and others who cannot afford to pay for care. A Financial Assistance Information Sheet is provided to all inpatients as well as all emergency and surgery patients at the time of registration. If you think you may be eligible for financial assistance, you can receive further information by calling the Financial Counseling Office at 301-896-2222, by visiting our Web site at [www.suburbanhospital.org](http://www.suburbanhospital.org), or by requesting a copy of our Financial Assistance Information Sheet/ Application at the Admitting and Registration Desk

## Patient/Guarantor Payment Responsibilities

**Commercial Insurance, Medicare, Medicaid, Blue Cross, and HMO** | All deductibles, co-payments or other charges not covered by insurance are due at the time of service.

**Workers' Compensation** | A First Report of Injury, completed by your employer, should be sent to the insurance carrier and to the hospital in order for your claim to be paid. The hospital bill is your responsibility unless we have received verification from your employer that your hospitalization was the result of a compensable injury.

**Automobile Insurance** | Suburban will bill auto insurance carriers if the patient authorizes that the benefits be paid directly to the hospital. Should this authorization be withheld, the bill will be the responsibility of the patient/guarantor.

**Self pay (no insurance)** | The hospital requires payment in full in advance of non-emergency admissions unless you have made other arrangements

through the hospital's Financial Counseling Office. All plastic/cosmetic procedure payments are due at the time of admission. For more information, please call the Financial Counseling Office at 301-896-2222.

## OUTPATIENT SERVICES (HOSPITAL-BASED)

The following programs and services are located in the hospital, but are available on an outpatient basis. For more information, please speak with your physician or call Suburban On-Call at 301-896-3939.

### **Eugene B. Casey Center**

**Cardiac Rehabilitation** | Our multidisciplinary team of health professionals is dedicated to improving the quality of life for those recovering from a heart attack, heart surgery, or other cardiovascular disease. Suburban Hospital's Casey Center cardiac rehabilitation facility, conveniently located within the hospital, offers a structured program of education, exercise, and peer support designed to guide positive lifestyle modification. Cardiac rehabilitation has four main components: medical evaluation, medically monitored physical activity, lifestyle education, and psychosocial support. Your doctor may recommend a cardiac rehabilitation program to help you and your heart to regain strength, to prevent further health complications, and to reduce your risk of future heart problems. Cardiac rehabilitation is an option for people of all ages and all types of cardiovascular disease. For more information, call 301-896-2106.

**Diabetes Education Program** | Suburban Hospital's Casey Center, in conjunction with Johns Hopkins Medicine, offers a comprehensive program to help community residents learn how to effectively manage diabetes and reduce the risk of serious health complications by making appropriate lifestyle choices. The hallmark of the two-day program is its multidisciplinary focus. In addition to providing information about blood glucose monitoring and medication management, Suburban's curriculum also includes an emphasis on nutrition and meal planning, exercise, emergency management, and the development of everyday coping skills. Participants receive both group and individual instruction from a specialized diabetes care team, which consists of physicians, Certified Diabetes Educator (CDE) recognized dietitians, a CDE-recognized nurse, stress management counselors, exercise physiologists, and podiatrists. For more information or to register, call 301-896-2106.

**Diagnostic Cardiology** | The Casey Center's Diagnostic Cardiology program provides essential noninvasive studies including advanced 3D echocardiography, electrocardiograms, exercise stress testing and more.

## **Orkand Center for Interventional Cardiology**

As part of the NIH Heart Center at Suburban Hospital, the catheterization labs in the Orkand Center for Interventional Cardiology on the third floor of the hospital allow physicians to perform emergency and elective angioplasty and provide therapies such as drug-eluting stents, electrophysiology, pacemaker implantation, and placement of automatic internal cardioverter-defibrillators.

## **Outpatient Infusion Center**

Staffed by nationally certified oncology nurses, this comfortable and convenient center is equipped to provide infusion of chemotherapeutic and antibiotic drug regimens, blood transfusions, nutritional therapy, and management of central venous access devices. To help improve the treatment experience, the center features comfortable recliners, state-of-the-art medical and surgical supplies and equipment, individual televisions and radios for patients, brochures, books, videos and other patient education materials. For more information, call 301-896-3856.

## **Pediatric Center**

The Pediatric Center at Suburban Hospital is an innovative, age-appropriate extension of the main Emergency Department. It offers outpatient emergency/urgent care, as well as inpatient care, in a family-friendly environment with 24/7 coverage by a pediatrician. Patients should initially report to the triage area of the main emergency room for treatment.

## **Physical Medicine & Rehabilitation**

Suburban Hospital's Physical Medicine & Rehabilitation Department offers inpatient and outpatient physical, speech and occupational therapy, as well as physiatry services. Specialty programs include trauma rehabilitation support; stroke, joint replacement, and spine care rehabilitation; balance/vestibular rehabilitation; hydrotherapy/wound care; lumbar stabilization; foot orthotic assessment/fabrication; video swallowing studies (Pharyngograms); FEES (Flexible Endoscopic Evaluation of Swallowing); stroke cognitive rehab; activities of daily living (ADL) training; hand therapy and splinting; and clinical driving assessment/evaluation.

## **Radiology**

Suburban Hospital's Radiology Department provides a complete range of diagnostic and interventional services including general x-rays, ultrasound, computerized tomography (CT) scans (includes coronary CT angiography), magnetic resonance imaging (MRI), nuclear medicine, and interventional radiology procedures. The facility is equipped with the most advanced imaging technology available including fully digital images through the use of the Picture Archiving and Communications System (PACS). PACS gives physicians the ability to review images from anywhere by using the Internet

with a secured VPN access. The department also houses the NIH-Suburban MRI Center, a joint program of Suburban Hospital and the National Institutes of Health, which is designed to study the use of MRI in diagnosing heart attack and stroke.

### **Suburban Hospital Sleep Disorders Center**

The Suburban Hospital Sleep Disorders Center is a state-of-the-art diagnostic and treatment facility designed to meet the needs of patients suffering from sleep-related disorders such as sleep apnea, narcolepsy, and conditional insomnia. The Sleep Disorders Center is staffed by medical professionals who specialize in the diagnosis and treatment of sleep disorders. For more information, call 301-896-3039.

## OUTPATIENT MEDICAL CENTER CAMPUS

The Suburban Hospital Outpatient Medical Center (SOMC), located at 6420 Rockledge Drive in North Bethesda, offers a wide range of state-of-the-art outpatient services. Additional services are also conveniently located in adjacent buildings on the same campus. (See map, p.4) Ample, paid parking is available.

### **Breast Care Services**

Suburban Hospital's comprehensive breast care program is setting the standard for excellence within the Washington Metropolitan area. Working in partnership with patients, the breast care physicians and staff deliver expert and compassionate clinical care, in a timely fashion, using state-of-the-art technology and a multidisciplinary, coordinated approach. By working collaboratively to be at the forefront of breast care education and research, Suburban helps to ensure that patients have the best opportunities in the detection and treatment of breast cancer. For more information, call 301.896.3021. For screening or diagnostic imaging services, provided by GCM-Suburban Imaging, call 301-897-5656.

### **Cancer Care Program**

The Suburban Hospital Cancer Care program, in collaboration with the National Cancer Institute, offers a full continuum of expert services, including state-of-the-art diagnostic and treatment equipment, clinical research trials, patient navigation, nutrition counseling, multidisciplinary care coordination, psychosocial/educational programs, and cancer registry services. Our highly experienced Cancer Care team focuses on caring for patients and families with compassion and ensuring they receive optimal care. For more information, call 301-896-3021.

## Oncology Clinical Research

Suburban Hospital's Oncology Clinical Research Program offers patients access to some of the latest cutting-edge treatments for cancer. The available clinical trials (sponsored by the National Institutes of Health and various pharmaceutical companies) research investigational agents or new combinations of standard treatments for the treatment and prevention of cancer. For more information, call 301-896-2719.

## Endoscopy Center

The Suburban Endoscopy Center, located in the Camalier Building on the Outpatient Medical Campus, provides diagnostic services for gastrointestinal disorders, including upper gastrointestinal endoscopy and colonoscopy. The comfortable, outpatient facility is staffed by experienced, certified physicians, nurses, and technicians. For more information, call 301-530-2800.

## GCM-Suburban Imaging Center

Established as a partnership between Suburban Hospital and the radiology practice of Drs. Groover, Christie & Merritt, the imaging center offers multislice spiral computerized tomography (CT), positron emission tomography (PET), PET-CT, high-field magnetic resonance imaging (MRI), breast MRI, digital mammography, image guided breast biopsies, bone densitometry, ultrasound, fluoroscopy, and general x-rays. One of the highlights of the facility is the ability to provide fully digital imaging and storage through the use of the Picture and Archiving Communications System (PACS). Satellite offices are also located in Rockville and Chevy Chase. For more information, call 301-897-5656.

## Laboratory Services

Our full service, fully licensed, and accredited laboratory has been providing the highest quality care to patients for more than 20 years. Certified phlebotomists perform prompt, safe, and professional laboratory and EKG testing in individual procedure rooms to maintain privacy. No appointment is necessary. One-hour free parking is available. Most private and federal insurance plans are accepted.

<b>Bethesda (Champlain Bldg.)</b>	<b>Chevy Chase</b>
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6410 Rockledge Dr., Ste. 150	5530 Wisconsin Ave., Ste. 930
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Bethesda, MD 20817	Chevy Chase, MD 20815
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301-896-6740	301-951-3603
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M-F 6:30 a.m. to 6 p.m.	M-F 8:30 a.m. to 4:30 p.m.
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Experienced medical technologists are available around the clock to assist you! Call 301-896-2050 or email [letstalk@suburbanhospital.org](mailto:letstalk@suburbanhospital.org).

## Radiation Oncology Center

Suburban's state-of-the-art facility and equipment ensure patients' access to high quality radiation therapy. The center features a CT simulator that integrates imaging and computer programming capabilities to create advance treatment plans with three-dimensional conformal radiation therapy. The facility also offers two linear accelerators with the capability to provide intensity modulated radiation therapy (IMRT). For more information, call 301-896-2012.

## Suburban Outpatient Surgery Center

A multispecialty surgical center featuring four state-of-the-art operating rooms; private preoperative areas; and fully equipped and monitored recovery bays. Call 301-896-6700.

*For your convenience, a full-service retail pharmacy and coffee bar are also located in the Suburban Outpatient Medical Center.*

## COMMUNITY-BASED SERVICES

For information about any of the following community-based outpatient or supportive services, please speak with your physician or call Suburban On-Call at 301-896-3939.

### Behavioral Health Services

Suburban Hospital provides a wide range of comprehensive behavioral health services for individuals with emotional problems, mental illness and addiction diseases, as well as services designed to foster mental health. The philosophy of treatment emphasizes respect for the patient and family, with a goal to provide care at the least restrictive level possible and with the local community. Programs include: Outpatient Mental Health (Intensive Outpatient Day & Evening Programs, Day Treatment, Specialized Groups, Day/Partial Hospital Treatment), Outpatient Addiction Treatment (Assessment Evaluations, Intensive Outpatient Program, Dual Diagnosis, School Education, Individual/Family Counseling), Crisis Intervention Services within our Emergency Department, ECT Services (Electroconvulsive Therapy), Inpatient Consultation Liaison Services, and Support Groups. To reach the Addiction Treatment Center, call 301-896-2036, or for Outpatient Mental Health, call 301-896-2586.

### ElderWell

For older adults requiring chronic disease management (for diabetes or congestive heart failure) to sustain functional status, our ElderWell program has demonstrated tremendous success by balancing a continuum of services including in-home assessment, case management, education, and clinical and social interventions. For more information, call 301-896-6500.

## **HeartWell**

HeartWell is a free health education program designed for seniors to increase awareness about preventative guidelines, symptom recognition and management, medications, blood pressure monitoring, diet, and lifestyle enhancements. The program is staffed by a registered nurse at four senior centers in Montgomery County: Gaithersburg, Holiday Park, Long Branch, and Margaret Schweinhaut. For more information, call 301-896-6508.

## **Influenza Clinics**

Suburban Hospital provides seasonal influenza and pneumonia vaccines to adults over the age of 18 during the fall and early winter months. The hospital also provides vaccines to community centers and businesses. For more information, call 301-896-6508.

## **Lifeline®**

Suburban Hospital is the Mid-Atlantic region's largest hospital-based provider of Lifeline®, the nationally recognized 24-hour personal emergency response system. Lifeline® offers independence and the security of knowing that help is available at the touch of a button. Call 800-537-7520.

## **NRH Regional Rehab**

An outpatient physical, occupational and speech-language rehabilitation network with convenient locations throughout Montgomery County and Northwest DC. A joint service of Suburban and the National Rehabilitation Hospital. For information or the nearest location, call 301-581-8030.

## **OASIS**

Suburban Hospital is the local sponsor of Washington Metropolitan OASIS, located in the Macy's Home Store in Westfield Montgomery Mall. OASIS is a national education organization dedicated to enriching the lives of mature adults. Offering challenging programs in the arts, humanities, health, technology and volunteer service, OASIS creates opportunities for people to continue their personal growth and serve their communities. The OASIS intergenerational tutoring program helps children in grades K-3 build reading skills and a positive attitude toward learning. For more information, contact OASIS at 301-469-6800 (press option #1 then extension 211) or go to [www.oasisnet.org/montgomery](http://www.oasisnet.org/montgomery).

## **Potomac Home Health Care & Support**

Comprehensive home health care and support by licensed professionals and certified home health aides. Medicare certified. A joint service of Suburban Hospital and Sibley Memorial Hospital. For more information, call 301-896-6999 or 6990.

## Support Groups

Suburban Hospital offers a variety of support groups for patients and family members. All support groups are free, ongoing, and open to new members at any time. For a complete listing of topics, please call Suburban On-Call at 301-896-3939 or go online to [www.suburbanhospital.org](http://www.suburbanhospital.org) and click on "Classes & Events."

## Wellness Center

The Suburban Wellness Center, located on Seneca Meadows Parkway in Germantown, is a unique partnership between Suburban Hospital and Healthtrax Fitness & Wellness. An exciting concept in total health care for individuals and families, the facility is designed to provide traditional medical services, community health education, physical/occupational health services, and an all-inclusive fitness center offering customized programs for all ages and fitness levels. For more information, call 240-686-4500 or visit [www.suburbanhospital.org](http://www.suburbanhospital.org) and clic on "Classes & Events."

## WellWorks & Community Health and Wellness

Through our WellWorks program, Suburban Hospital offers ongoing classes in nutrition and weight management, diabetes management, physical fitness, healthy lifestyles, health assessment, health and safety, and cancer prevention and survivorship. Our Community Health and Wellness department offers free health seminars on diverse topics throughout the year. Other activities include health fairs, screenings, and health partnerships with medically under-served communities, senior centers, schools, youth organizations, and scholarship programs. Health and wellness activities are conducted both in the hospital and at convenient locations throughout the community, including significant outreach to residents of Southern Maryland.



## Sudoku Answers

2	9	4	7	3	1	6	8	5
7	8	3	5	2	6	9	4	1
6	5	1	4	8	9	2	3	7
3	4	8	9	7	2	5	1	6
9	6	5	8	1	4	7	2	3
1	2	7	6	5	3	8	9	4
5	7	2	3	4	8	1	6	9
8	3	6	1	9	5	4	7	2
4	1	9	2	6	7	3	5	8

## NOTES

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## SUDOKU

2		4	7	3				
	8		5				4	
	5	1	4		9			7
			9			5		6
1		7			3			
5			3		8	1	6	
	3				5		7	
				6	7	3		8

**Instructions:**

Fill the grid so that the numbers 1 through 9 appear in each row, each column, and each box. Solution on page 31.