



# Patient HANDBOOK

P A S S I O N   F O R   C A R I N G

# Welcome

## TO DOCTORS COMMUNITY HOSPITAL

Thank you for trusting us with your care. Our team of doctors, nurses and other healthcare professionals are dedicated to providing you with patient-centered services within a compassionate and healing environment.

Our hospital was founded in 1975 by physicians who wanted county residents to have access to excellent medical services conveniently available in their neighborhood. What began as a single-building hospital in Lanham is now a network of care with offices located throughout the area. Moreover, our commitment to providing great care has earned us the highest ranking for hospital quality in Prince George's County as reported by the Centers for Medicare and Medicaid.

Along with our knowledgeable and skilled healthcare providers, we have state-of-the-art technology including the daVinci® surgical robotic system and 3-D mammography. Additionally, we help support your overall wellness goals by providing comprehensive services:

- |                             |                   |                      |                     |
|-----------------------------|-------------------|----------------------|---------------------|
| + Ambulatory surgery        | + Emergency       | + Orthopedics        | + Surgery           |
| + Bariatric and weight loss | + Endocrinology   | + Primary care       | + Transitional Care |
| + Breast health             | + Family Medicine | + Radiation oncology | + Vascular health   |
| + Diabetes education        | + Imaging         | + Rehabilitation     | + Wound healing     |
| + Digestive disease         | + Infusion        | + Sleep              | + And more          |

Our team is committed to providing you with exceptional care. If you have any suggestions about how we can better serve you, please call our **Patient Action Line at extension 5555** from your bedside or **301-552-0899** on an outside telephone line. Additionally, you can email us at **wecare@DCHweb.org**.

Another way you can share your insights is by completing a Press Ganey Patient Experience Survey. If you receive this survey by mail, please take a few minutes to give us feedback about your hospital visit. Patient feedback is at the core of our health system's improvement process . . . we can't do it without you.

This booklet will help you understand what to expect during your stay with us. If you need any additional information at any time, every member of our team is willing to assist you.

On behalf of the entire Doctors Community Hospital family, we wish you a speedy recovery.



A stylized, handwritten signature in black ink, appearing to read 'Paul Grenaldo'.

**Paul Grenaldo**  
PRESIDENT

## A

<b>YOUR ROOM</b>	<b>4</b>
Television and Telephone	4
Your Bed	4
Nurse Call Signal	4
Emergency Call Light	4
Personal Items	4
Cellphone Use	5
Your Medications	5
Environmental Services	5
No Smoking Policy	5

## B

<b>YOUR COMFORT &amp; NEEDS</b>	<b>6</b>
Meals	6
Visiting Guidelines	6
Support Person	7
Deliveries and Mail	7
Pastoral Care	7
Multi-Faith Worship Center	7
Vaccines and Screenings	7

## C

<b>SERVING SPECIAL NEEDS</b>	<b>7</b>
Language Interpreter Services	7
Services for the Hearing-Impaired	7
Special Communication Needs	7

## D

<b>PAIN MANAGEMENT</b>	<b>8</b>
Good Communication Is Very Important	8
Personal Pain Goals	8

## E

<b>FOR YOUR CONVENIENCE</b>	<b>9</b>
Gift Shop	9
Cafeteria and Vending Area	9
Newspapers	9
Notary Public	9
Parking	9

## F

<b>YOUR HEALTHCARE TEAM</b>	<b>10</b>
Nursing Staff	10
Private Physicians	10
Inpatient Team	10
Rapid Response Team	10
Therapists and Technicians	10

# G

## YOUR SAFETY ..... 11

Preventing Falls and Risk for Injury .....	11
Reduce Your Risk .....	11
Safety Tips & Guidelines .....	12
Consider Your Options .....	12
Patient Safety Line .....	12
Food and Drug Interactions .....	12
Medication Reconciliation .....	13
Fire Safety .....	14
Reduce the Spread of Infections - Clean Your Hands .....	14
Infection Control .....	14
Preventing Infection .....	14
Safety Steps Taken by Healthcare Professionals .....	14
Safe Antibiotic Use .....	14

# H

## PREPARING FOR DISCHARGE ..... 15

Social Work Discharge Planning .....	15
Discharge Procedure .....	15
Hospital Equipment .....	15
Valuables and Medications .....	15
Financial Planning .....	15
Payment .....	16
Financial Assistance Program .....	16

# I

## YOUR RIGHTS & RESPONSIBILITIES ..... 16

List of Rights .....	17
Patient Grievance .....	17
Your Right to Decide - Advance Directives .....	18
Patient Action Line .....	18
List of Responsibilities .....	18
SPEAK UP - Taking Charge of Your Care .....	19

# J

## OUR CAMPUS ..... 20

# K

## HEALTH SERVICES ..... 21

# L

## COMMUNITY RESOURCES ..... 24

Education .....	24
Volunteers .....	24
Doctors Community Hospital Foundation .....	24
Mobile Health Clinic .....	24

# M

## HELPFUL NUMBERS ..... 25

# YOUR ROOM



## Television and Telephone

Our free and interactive television, GetWellNetwork (GWN), is available in most hospital rooms. Upon discharge, you can also access some of the free health-related videos on your smart devices and computers. Remember to check the email address that you provided during the admissions process and follow the provided instructions.

As an inpatient, you must first view multiple patient safety educational videos. Afterwards, you can use our free television, on-demand movies, telephone and Wi-Fi services. For additional information about your room and television services, please talk with your nurse or refer to the document inserted in this handbook.

## Your Bed

Your bed is equipped with side rails. Your nurse may raise them at night or other times to ensure your safety. Please call our staff for help lowering the rails. The bed also has a variety of positions that may make it higher than what you are accustomed to using at home. Please use your call bell or call your nurse and wait for help if you have difficulty getting in or out of bed, or if your condition may cause you to slip or fall. (Page 11 has information about preventing falls.)

## Nurse Call Signal

You may call your nurse by dialing the number on the whiteboard in your room. You can also press the call button at your bedside any time you need a nurse. Your call will be answered through the intercom system at the nurses' station. Sensitive or "light-touch" call buttons can be provided upon request.

## Emergency Call Light

Next to the toilet in each bathroom is an emergency pull-cord that should be used only if you need immediate help. Someone will quickly come to assist you. It is not an intercom system.

## Personal Items

**The hospital will not assume any liability for personal items retained in your possession, including glasses, dental plates, hearing aids or other prosthetic devices, laptops, tablets, jewelry, cellphones, currency or clothing.** Please keep only essential items (e.g., sleeping apparel, toiletries, etc.) in your room. Personal grooming supplies are available upon request. Have a family member, friend or caregiver take your personal property and valuables home when you are admitted. If necessary, security can store valuables in the hospital's safe. Our valuables pick-up service is available 24 hours a day. To retrieve your items from security, contact the operator by dialing "0" on your room telephone or ask your nurse to call security for you.



You may not bring personal electrical appliances (e.g., fans, televisions, hair dryers, radios, etc.) to the hospital. Although these appliances are safe for use at home, many are not compatible with the hospital's environment and could create a fire hazard. Battery-operated appliances are permitted. Fans are not permitted in any circumstances for infection-control reasons.

## Cellphone Use

While cellphones can be used in most areas of the hospital, they cannot be used in the critical care units due to the interference they cause with the hospital's electronic equipment. The hospital does not replace lost or damaged cellphones. Please send your cellphones home with a friend, family member or caregiver.

## Your Medications

Doctors Community Hospital has specific regulations regarding medications taken during your hospital stay. No medications may be kept at the bedside. Medications must be sent home immediately or logged in and sent to the pharmacy to be secured. These medications will be returned to you at discharge.

During your stay at the hospital, the Pharmacy Department provides most medications ordered by your physician. However, in some situations, your doctor may write an order for you to use your own medication. This usually occurs when those medications are not normally stocked in our pharmacy. Under no circumstances will you be allowed to self-administer your medications.

- ✚ Bring your medications from home and give it to the nurse as soon as possible. Please be sure the original pharmacy labels are on the medication bottles.
- ✚ The pharmacy will inspect and verify the medications. Medications approved for use will be locked in the unit's medication cabinet. The nurse will administer the medications at the times ordered by your physician. These medications will be returned to you upon discharge.

Please contact the unit charge nurse if you have any questions.

## Environmental Services

A member of the housekeeping staff will clean your room once a day between the hours of 7:30 a.m. and 4 p.m. However, emergency housekeeping service is available 24 hours a day. If you need additional housekeeping services, call the Environmental Services Department by dialing 8165 from your room telephone, and we will be happy to help you.

## No Smoking Policy

Maryland state law prohibits smoking within a healthcare facility. Doctors Community Hospital has a smoke-free campus policy for all buildings, grounds and parking lots. Thank you for refraining from smoking indoors and outdoors.

Nicotine patches are available if you smoke. Please discuss this option with your nurse, who can request an order from your physician.

# YOUR COMFORT & NEEDS



## Meals

Within 12 to 24 hours of your admission, a nutrition attendant from Food and Nutrition Services may visit you. The nutrition attendant will help you make your meal choices based upon the diet that has been prescribed by your physician. A menu and first meal will be delivered as soon as your doctor permits. If you are a vegetarian or have any religious or cultural observations that affect your diet, please provide this information during your interview.

Three meals are served each day. While actual serving times vary according to your room location in the hospital, approximate meal times are:

+ BREAKFAST	7:00 a.m. – 8:00 a.m.
+ LUNCH	11:30 a.m. – 12:30 p.m.
+ DINNER	5:00 p.m. – 6:00 p.m.

We take great pride in service excellence. If your meal does not meet your expectations, please call Food and Nutrition Services by dialing 8161 from your room telephone between the hours of 6:00 a.m. and 7:00 p.m.

Individual meal schedules may be interrupted due to special procedures or testing. In these cases, every effort will be made to have a meal delivered to you as soon as your doctor permits.

Family and friends may bring you food once your physician approves. Any food that is not eaten must be taken home or discarded. No food can be stored at the hospital unless it is provided by Food and Nutrition Services and its packaging is unopened.

## Visiting Guidelines

Doctors Community Hospital visitors will receive visitation privileges consistent with your preferences and subject to the hospital's justification of clinical restrictions. Some of these restrictions include:

- + A court order limiting or restraining contact
- + Behavior presenting a direct risk or threat to you, hospital staff or others in the immediate environment
- + Behavior disruptive to the functioning of the patient care unit
- + Reasonable limitations regarding the number of visitors at one time
- + Your risk of infection by the visitor
- + Visitor's risk of infection by you
- + Extraordinary protections because of a pandemic or infectious disease outbreak
- + Substance abuse treatment protocols requiring restricted visitation
- + Your need for privacy or rest
- + Your undergoing a clinical intervention or procedure and the treating healthcare professional believes it is in your best interest to limit visitation

In all patient care areas except the Critical Care Center, visiting hours begin at 8 a.m. and end at 8 p.m. daily. Only two visitors per patient are permitted at a time. **Visitors must be at least age 12 or older.**

Critical Care Center visiting hours are 11 a.m.–3 p.m. and 4 p.m.–7 p.m. **Visitors must be at least age 13 or older.** When the announcement is made that visiting hours have ended, guests must leave the Critical Care Center waiting area. Exceptions can be made by the director of the Critical Care Center or the administrative nursing supervisor.

We do not restrict, limit or otherwise deny visitation on the basis of race, color, national origin, English proficiency, religion, sex, gender, sexual orientation or disability.

You may refuse or deny visitors at any time by letting the nursing staff know of your decision. Your decision can be shared through your representative and/or support person. If you believe that your visitation rights have been violated, you may file a complaint by calling 5555 from your bedside telephone or 301-552-0899 from an outside telephone.

### **Support Person**

Access to a family member, friend or other trusted individual may provide you with emotional support and comfort during the course of your hospital stay. A support person must be age 18 or older. You may change your support person designee at any time. The support person can have access to you 24/7 unless deemed inappropriate by your healthcare team or his/her presence interferes with patient care. The support person exercises visitation rights when you are unable to do so.

### **Deliveries and Mail**

Any mail or packages you receive during your stay will be delivered to your room. Please note that flowers and fruit baskets are not permitted in the Critical Care Center or when a patient is placed in isolation. Also, to protect individuals who have related allergies, latex balloons are not allowed in the hospital. Any mail you receive after being discharged from the hospital will be returned to the sender.

### **Pastoral Care**

If you would like a member of the clergy to visit you, call Pastoral Care Services on your bedside telephone by dialing 8051. If your request is urgent, please dial “0” for assistance.

### **Multi-Faith Worship Center**

Located near our cafeteria, the Multi-Faith Worship Center is a place for prayer and meditation. It is open to everyone 24 hours a day.

### **Vaccines and Screenings**

In compliance with federal law, patients who meet certain criteria may receive influenza (flu) vaccines between September and March. Pap smears and mammogram education may be available for those who have not had one within the last year. Talk to your doctor or nurse about these programs and related education.

## **SERVING SPECIAL NEEDS**

### **Language Interpreter Services**

Foreign language interpreter services may be arranged through your nurse or the administrative nursing supervisor.

### **Services for the Hearing-Impaired**

Interpreter services and teletype (TTY) access may be arranged through your nurse or the administrative nursing supervisor. All bedside televisions can be set for closed captioning.

### **Special Communication Needs**

If you need communication devices that are required by the Americans with Disabilities Act, please contact your nurse, who can make arrangements for you.



# PAIN MANAGE- MENT



## Our Commitment

We are committed to working with you to control your pain or discomfort. Most pain medications are ordered as needed and not automatically given.

## Good Communication Is Very Important

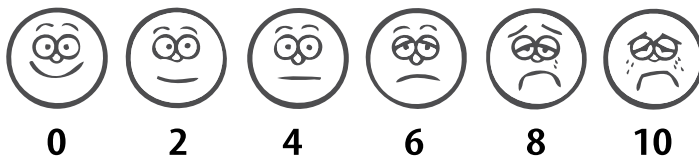
Never assume that your healthcare providers know you're in pain. If you are experiencing any kind of pain or discomfort, please let us know. We can help!

### *Communication Counts*

Healthcare providers need to fully understand your situation before they can help. Speak clearly and calmly about what you're feeling and where it hurts. Writing down your symptoms may help you better explain. Never keep pain to yourself because you're fearful of not being believed or of uncovering a serious problem.

### *Use a Pain Scale*

Help others understand your level of pain by rating it on a scale from 0 to 10 (0 = no pain and 10 = the most severe pain).



### *Describe Your Pain*

Tell your healthcare provider exactly what your pain feels like. For example, it may be:

- |            |              |            |
|------------|--------------|------------|
| + Aching   | + Dull       | + Sharp    |
| + Burning  | + Heavy      | + Shooting |
| + Constant | + On-and-off | + Stabbing |
| + Deep     | + Pounding   |            |

## Personal Pain Goals

Discuss your pain goals with your healthcare provider. Some patients prefer to tolerate some pain instead of taking higher doses of pain medications.



## FOR YOUR CONVENIENCE

### Gift Shop

A wide variety of merchandise is available in our gift shop, including cards, flowers, snacks, toiletries and gifts. Patients may not purchase food from the gift shop. The gift shop is located in the first-floor lobby and is open:

+ MONDAY–FRIDAY	9:00 a.m. – 8:00 p.m.
+ SATURDAY–SUNDAY	11:00 a.m. – 5:00 p.m.

The gift shop staff can be reached by dialing 8008 from your bedside telephone. The shop also provides a free delivery service and accepts online orders. For more details, please visit our website at [DCHweb.org/giftshop](http://DCHweb.org/giftshop).

### Cafeteria and Vending Area

Our cafeteria—Good Luck Café—offers many hot and cold food selections, including a salad bar, soups, fresh fruit, daily chef specials and a self-serve deli bar. The café is located on the first floor next to the elevators. It is open seven days a week.

Patients may not purchase food from the cafeteria. We also have a vending area available 24 hours a day.

+ BREAKFAST	6:30 a.m. – 10:15 a.m.
+ LUNCH	11:00 a.m. – 2:00 p.m.
+ LIMITED LUNCH	2:00 p.m. – 4:30 p.m.
+ DINNER	4:30 p.m. – 7:00 p.m.

### Newspapers

Local and national newspapers are available in the gift shop.

### Notary Public

A notary public is available in the hospital. Please ask your nurse for assistance.

### Parking

For your convenience, we offer free parking. Please let a member of our clinical team know whether you or a family member has a vehicle that may remain on our campus for more than 72 hours. They will share that information with Security.

# YOUR HEALTH- CARE TEAM



All of your healthcare providers will introduce themselves and inform you of their roles in your care. Please ask for their names if introductions are not made.

## **Nursing Staff**

We use a patient-focused care approach. A skilled group of registered nurses, licensed practical nurses, patient care technicians and assistants join other healthcare professionals to provide you with comprehensive care.

## **Private Physicians**

Your physician, who has primary responsibility for your care, carefully directs your treatment plan. Other members of the staff work under his/her supervision to give you comprehensive care as well as therapeutic and diagnostic support. Your physician may also enlist the expertise of on-staff specialists or an immediately available house doctor.

## **Inpatient Team**

This team may include: hospitalists (physicians), intensivists, licensed practitioners, nurse practitioners and physician assistants. You may be cared for by a member of our Inpatient Team during your hospitalization. They work directly with your family physician to provide you with the highest quality medical care.

## **Rapid Response Team**

Doctors Community Hospital has a Rapid Response Team to provide immediate attention if there is a change in your condition. Please contact staff members if you experience any of the following:

- ✦ Very fast, slow or irregular heart rate
- ✦ Difficulty speaking or slurred speech
- ✦ Sudden weakness on one side
- ✦ Changes in mental status
- ✦ Difficulty breathing
- ✦ Sudden bleeding
- ✦ Chest pain
- ✦ Fainting

## **Therapists and Technicians**

Specially trained in advanced methods, medical equipment and technology, our therapists and technicians assist in the detection, prevention and treatment of diseases or injuries.



# YOUR SAFETY

## Preventing Falls and Risk for Injury

All patients are at risk of falls when in the hospital. Your illness, treatments or procedures may leave you weak or unsteady. Some medications can also cause disorientation and weakness. These medications include:

- + Blood pressure medication
- + Diuretics (water pills)
- + Sleeping pills
- + Pain medication
- + Tranquilizers
- + Laxatives and enemas
- + Muscle relaxants
- + Seizure medications
- + Psycho active medications

Falling also increases your risk of injury and may prolong your hospital stay and recovery period. High-risk factors for fall-related injuries may include:

- + Being age 85 or older
- + Having a conditions such as osteoporosis or a previous fracture
- + Some medications such as blood thinners
- + Undergoing a surgical procedure

## REDUCE YOUR RISK

Extra effort may be required to avoid potential falls and related injuries. By following our guidelines, you and your family can help reduce your risk of falling. Always follow your physician's and nurse's instructions as to whether you must stay in bed, call for required assistance, etc. Our staff is always available and happy to assist you.



## Safety Tips and Guidelines

- ✦ Use your call bell.
- ✦ Ask for help if you need to use the bathroom or if you feel dizzy or weak when getting out of bed. Remember, you are more likely to faint or feel dizzy after sitting or lying down for a long time.
- ✦ Remain lying down or seated while waiting for assistance. Someone will answer your call as soon as possible.
- ✦ Keep your bed in its lowest position.
- ✦ Keep the bed alarm on. You may have a bed or chair alarm on for safety. Do not turn it off. If you need help getting out of your bed or chair, please call for assistance.
- ✦ When getting out of bed or a chair, sit up for at least two minutes. Then rise carefully and slowly to avoid unsteadiness.
- ✦ Keep your telephone, personal items and assistive devices near you and within reach.
- ✦ Wear your glasses and hearing aids.
- ✦ Wear non-skid slippers/socks whenever you walk in your room or the hospital.
- ✦ If there is a spill or wet spot on the floor, notify us so we can clean it before a mishap occurs.
- ✦ Let our staff know if furniture or other objects should be moved or removed to clear your path.
- ✦ Be careful getting on and off the toilet. Use the handrails. Our staff can assist you when you need to use the bathroom.

## CONSIDER YOUR OPTIONS

If you wish to have constant attention, one family member may remain with you during your stay. You may also hire, at your expense, a private duty nurse or patient sitter. If you are interested in these options, the manager of your unit is available to help you make arrangements.

## Patient Safety Line

If you wish to report a safety concern, please contact your nurse or dial 7800 from your room telephone.

## Food and Drug Interactions

Certain foods can interfere with medications you are taking. Some common interactions to keep in mind include:

**Antireflux – Pantoprazole (Protonix), Esomeprazole (Nexium), Omeprazole (Prilosec), Dexlansoprazole (Kapidex, Dexilant), Lansoprazole (Prevacid) and Rabeprazole (AcipHex)**

Take on an empty stomach 30 minutes before breakfast.

**Carbidopa/Levodopa (Sinemet)**

Avoid taking with high protein meals.

**Warfarin – Coumadin**

Avoid drastic changes in the consumption of foods high in vitamin K. These can include: beef liver, cabbage, kale, soybean oil, broccoli, collard greens, spinach, turnip greens, Brussels sprouts, green tea and other green leafy vegetables.

**Diuretics – Water Pill**

If you take diuretics that are potassium-depleting such as Furosemide (Lasix), Bumetanide (Bumex), Torsemide (Demadex) or Hydrochlorothiazide (Aquazide, Hydrocot, Microzide or Zide), ask your doctor if consumption of potassium-rich foods should be increased.

Foods high in potassium include:

- |              |                  |              |            |                  |
|--------------|------------------|--------------|------------|------------------|
| ✦ Apricots   | ✦ Brussels       | ✦ Figs       | ✦ Molasses | ✦ Spinach        |
| ✦ Artichokes | ✦ sprouts        | ✦ Grapefruit | ✦ Oranges  | ✦ Squash         |
| ✦ Asparagus  | ✦ Cantaloupes    | ✦ juice      | ✦ Potatoes | ✦ Sweet potatoes |
| ✦ Avocados   | ✦ Collard greens | ✦ Greens     | ✦ Prunes   | ✦ Tomatoes       |
| ✦ Bananas    | ✦ Dates          | ✦ Honeydews  | ✦ Pumpkins | ✦ V8 juice       |
| ✦ Broccoli   | ✦ Dried beans    | ✦ Milk       | ✦ Raisins  |                  |



***Alendronate (Fosamax), Risedronate (Actonel) and Ibandronate (Boniva)***

Take 30 minutes before your first food or drink of the day. Take only with water. Sit upright or stand for at least 30 minutes after taking the medicine.

***Levothyroxine (Synthroid, Levoxyl, Levotheroid, Unithroid and Tirosint)***

Take 30 minutes before breakfast on an empty stomach.

***MAO Inhibitors-Tranylcypromine (Parnate), Selegiline (Eldepryl), Phenelzine (Nardil) and Linezolid (Zyvox)***

Avoid draft beer; aged cheese; aged, smoked or cured meat; soy sauce and tofu.

***Oral Diabetic Medications***

- If you take glipizide (Glucotrol), repaglinide (Prandin) or nateglinide (Starlix), take the medication 15-30 minutes before meals.
- If you take glyburide (Diabeta or Micronase) or metformin (Glucophage, Fortamet, Riomet or Glumetza), take with meals.
- If you take pioglitazone (Actos), take with or without meals.
- If you take acarbose (Precose) or miglitol (Glyset), take with first bite of each main meal.

***Iron Supplements***

Take on an empty stomach with water. If an upset stomach occurs, take after meals or with food. Do not take tetracycline, doxycycline or antacids while taking iron supplements. Iron supplements may darken the color of your stool.

***Levofloxacin (Levaquin), Ciprofloxacin (Cipro) and Doxycycline (Adoxa, Monodox, Oracea, Vibramycin and Avidoxy)***

Take one hour before or two hours after dairy products, antacids, iron, calcium or zinc (including multivitamins). Avoid alcoholic beverages. Take only with water.

***Statin-type Cholesterol Medications (Rosuvastatin [Crestor], Atorvastatin [Lipitor], Lovastatin [Mevacor], Pravastatin [Pravachol] and Simvastatin [Zocor])***

Avoid drinking grapefruit juice when taking these medications.

This list does not include all food and drug interactions. If you have any questions, please consult your nurse, physician or pharmacist for assistance.

**Medication Reconciliation**

Medication mistakes can be prevented. Follow these basic tips to manage your medications safely:

- Share with your doctor and nurse a list of your current medications, including over-the-counter medications, vitamins, herbals and supplements. It is important to know dosages, how often you take them and when the last dose was taken.
- Remind your doctor about allergies you have or negative reactions you have had to any medications.
- Tell your nurse or doctor if you don't feel well after taking a medication. If you think you are having a reaction or experiencing side effects, call for help immediately.
- If a new medication is ordered, ask your doctor or nurse how it will help. Ask for written information, including its brand and generic names, and possible side effects.
- Whenever you are in doubt about a medication, ask your nurse, doctor or pharmacist for more information.
- Make sure your doctor or nurse checks your wristband and asks your name before giving you any medications.
- Before you leave the hospital, make sure you get a copy of your medication list. It should include all the medications you should take at home. Check it for accuracy. Ask questions. The list might not be the same as when you entered the hospital. After you have received the new list, remember to discard any old medication lists and update all records with your medical providers and/or retail pharmacies.

## Fire Safety

If you hear a fire bell, please return to your room and stay there until given further instructions. Your room door will be closed, and the staff will notify you about any necessary evacuation plans. Our staff is skilled in fire protection and will transport you safely if needed.

## Reduce the Spread of Infections – Clean Your Hands

Proper hand hygiene can significantly reduce the spread of infections. Follow these easy tips:

- ✚ Clean your hands when entering and exiting your room
- ✚ Clean your hands before and after touching or eating food
- ✚ Clean your hands after using the bathroom
- ✚ Use soap and warm water; then rub your hands together for at least 15 seconds before rinsing
- ✚ Use a hand sanitizer; then rub your hands together – especially under nails and between fingers – until they are dry

## Infection Control

People of all ages and backgrounds may be carriers of infectious diseases. These illnesses may include multidrug-resistant, urinary catheter, central line and surgical site infections.

We take special precautions to prevent accidental exposure to these types of infections. Our personnel will wear protective clothing whenever exposure to your blood, bodily fluids or mucous membranes is likely. Also, signs will be placed on your room door whenever any specific infectious condition is identified and requires isolation. These signs will give additional guidelines for visitors and staff about infection control measures.

To prevent the possible transfer of infections, children younger than 12 are not permitted in many patient care areas. Education on safe infection control practices will be provided to you and your visitors.

## Preventing Infection

### *Cover Your Mouth and Nose*

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more. Cover your mouth and nose to prevent the spread of infection to others.

### *Use a Tissue*

Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and clean your hands. If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, wash them right away.

**Please do not have ill friends or family members visit during your stay.**

## Safety Steps Taken by Healthcare Providers

Doctors, nurses, technicians and other healthcare providers are exposed to many patients throughout the day. Guidelines developed by the Centers for Disease Control and Prevention (CDC) recommend that healthcare workers routinely use an alcohol-based hand rub to clean their hands between patient contacts and before certain procedures. Hand-washing with soap and water is still recommended whenever hands are visibly soiled. Healthcare providers may wear clean gloves when they perform their tasks. Please feel free to remind staff to clean their hands before caring for you.

## Safe Antibiotic Use

We are committed to safe antibiotic use! As your healthcare providers, we pledge to give you the best care possible! To improve effectiveness and reduce the risk of resistance, we will avoid prescribing antibiotics and use them only when needed for the shortest duration possible.



## PREPARING FOR DISCHARGE

### **Social Work Discharge Planning**

Assistance is available to help you and your family deal with emotional, social and financial difficulties while in the hospital and during transitions home. If you require post-acute care in a rehabilitation center or skilled nursing facility, our Case Management Department will coordinate that care with your insurance provider. If a transfer to one of these facilities is necessary, a member of that team will talk with you and your family about local facilities and ask you for your preferences. If the facility you've selected cannot accept you, you will be asked to select an alternate facility.

To contact the Case Management Department, dial 8025 from your bedside telephone between 8 a.m. and 4 p.m. If someone is not immediately available, please leave a message. He/She will contact you as soon as possible.

### **Discharge Procedure**

Your anticipated date of discharge will be posted on the whiteboard in your room. Once your date of discharge is confirmed, a family member or friend should be prepared to pick you up. Before leaving your hospital room, check all drawers and closets for any personal belongings.

### **Hospital Equipment**

Certain equipment (e.g., wheelchairs, walkers, respiratory treatment machines, etc.) will be provided for your use during your stay free of charge. This equipment is hospital property and should not be removed from the building.

### **Valuables and Medications**

The nursing staff will arrange to have security return held valuables to you 24/7. Also, your nurse and a security officer will inventory these items and complete the required paperwork. Ask your nurse for assistance with retrieving any medications you brought from home, which will be securely kept in the unit's medication cabinet or the Pharmacy Department. As a safety precaution, please do not leave any valuables in your vehicle. The hospital will not be held responsible for any items stolen while it is parked on campus.

### **Financial Planning**

Your insurance coverage will be verified prior to your discharge. If a deposit is required, a financial counselor will contact you. For patients who have financial hardships, we will help you apply for medical assistance. Eligibility for medical assistance can usually be determined within 48 hours of admission. Medical assistance counselors are available between 8:30 a.m. and 5 p.m. Monday through Friday by dialing 8682 or 8116 from your bedside telephone. These counselors can also meet with you directly.

# H

## Payment

You may make deposits or pay for personal services by cash, check, money order or credit card. A two-percent discount on hospital charges is applied if payment is received upon admission or at the time of discharge. Payment may be made at the Cashier's Office on the second floor of the north building or at the registration desk in the Emergency Department after hours. If you have any questions regarding your bill, please call the Patient Billing Department at 301-552-8093 between 8:30 a.m. and 4 p.m., Monday through Friday.

Some physicians (e.g., radiologists, anesthesiologists, hospitalists, intensivists, pathologists, emergency doctors, etc.) are independent contractors and are not employees or agents of the hospital. **Doctors Community Hospital is not liable for their actions.** Additionally, these physicians bill separately for their services.

## Financial Assistance Program

Financial assistance is available for patients who receive services from physicians employed by Doctors Community Health System (DCHS). Non-employed physicians follow their own policies and procedures.

You may qualify for free or partial care based on your family's gross income as applied to the Federal Poverty Guidelines. You can request to have a financial assistance application mailed to you by calling our Business Office at 301-552-8186 or 301-552-8093. Also, you can pick up an application at the following locations:

Doctors Community Hospital

Emergency Department—Registration and Outpatient Surgery Registration Offices

8118 Good Luck Road

Lanham, Maryland 20706

Please mail your completed application with proof of family income and expenses to:

Doctors Community Hospital

Patient Financial Services

8118 Good Luck Road

Lanham, Maryland 20706

All DCHS patients are charged the same fees regardless of their need for financial assistance.

# I

## YOUR RIGHTS AND RESPONSIBILITIES





## List of Rights

Doctors Community Hospital considers you a partner in your care. When you are well-informed, participate in treatment decisions and communicate openly with your doctors and other health professionals, you help make your care as effective as possible.

We encourage respect for each individual's personal preferences and values. While you are a patient in the hospital, you have the right to:

1. Considerate and respectful care.
2. Be well-informed about your illness, possible treatments and likely outcome; and discuss this information with your doctor.
3. Know the names and roles of the people treating you.
4. Consent to or refuse treatment, as permitted by law, throughout your hospital stay. This consent includes the right to refuse or have withheld life-sustaining treatment and resuscitative measures. If you refuse a recommended treatment, you will receive other needed and available care.
5. Have an advance directive such as a living will or appointment of a healthcare agent. These documents express your choices about future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to the hospital, your family and your doctor.
6. Know how medical information about you may be used and disclosed. You also have the right to request access to this information. These rights are further detailed in the Notice of Privacy Practices, which is available upon request.
7. Expect the hospital to give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives. You will not be transferred until the other institution agrees to accept you.
8. Know if this hospital has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, healthcare providers or insurers.
9. Consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital can otherwise provide.
10. Be told of realistic care alternatives when hospital care is no longer appropriate.
11. Know about hospital rules that affect you and your treatment as well as about charges and payment methods.
12. Have your pain assessed and receive appropriate pain relief measures.

## Patient Grievance

Patients have the right to file complaints and expect timely responses. If you have a complaint, please speak directly with the nurse, doctor and/or manager at the time of your concern so we can assist in providing you with an immediate resolution. Also, you can file a complaint by calling the Patient Action Line at 301-552-0899 or writing a letter to: Doctors Community Hospital, Risk Management Department, 8118 Good Luck Road, Lanham, MD, 20706. Every effort will be made to resolve your concern within seven business days. We appreciate the opportunity to resolve your concerns and learn about opportunities to improve our services.



## Your Right to Decide – Advance Directives

Maryland law recognizes three ways of making healthcare decisions in advance, including those about treatments needed to sustain life:

- ✦ Written instructions authorizing the provision, withholding or withdrawal of health care
- ✦ Written appointment of an agent to make healthcare decisions for you
- ✦ Verbal statement to a physician documented in your medical record with instructions or an agent appointment

It is important that you discuss your wishes regarding your health care with your doctor and family. **If you have already executed these directives, be sure your doctor has a copy and give a copy to your nurse to be placed in your medical record. You may revoke these directives at any time. Should a situation arise when the hospital is unable or unwilling to honor your advance directives, it will be discussed with you.**

If you would like to have more information about these directives, talk with your nurse. Please be advised that although it is not necessary to have a lawyer to complete these documents, it is advisable that you consult a attorney should you have any legal concerns or questions.

## Patient Action Line

We are committed to providing the highest quality of care, safety and service for our patients. If you wish to comment on your experience with us, please call any member of our executive management team at 301-552-8085. You may also contact our Patient Action Line at 301-552-0899, 5555 from your hospital bedside telephone or [wecare@DCHweb.org](mailto:wecare@DCHweb.org).

If you have unresolved care or safety concerns, contact the Department of Health and Mental Hygiene Office of Healthcare Quality toll free at 877-402-8218 or The Joint Commission's Office of Quality Reporting at 800-994-6610.

## List of Responsibilities

As a patient, you have the responsibility to:

- ✦ Provide complete information about your health, including past illnesses, hospital stays, use of medicine and other matters relating to your health.
- ✦ Ask questions when you do not understand any information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
- ✦ Be considerate of the needs of other patients, staff and the hospital.
- ✦ Provide information for your insurance, and work with the hospital to arrange payment when needed.
- ✦ Recognize the effect of your lifestyle on personal health.
- ✦ Follow hospital rules and regulations affecting your care and conduct.
- ✦ Be respectful of the property of others and of the hospital.

# SPEAK UP

## Taking Charge of Your Care

Your health is your business! We encourage you to SPEAK UP and become an involved member of your healthcare team. The SPEAK UP campaign outlined below gives you helpful tips about how you can become an active and involved participant in your care.

**S**peak up if you have questions or concerns. If you don't understand, ask again. It's your body, and you have a right to know.

- ✚ Speak up. Your health is too important to worry about being embarrassed if you don't understand something that your doctor or nurse has told you.
- ✚ Don't hesitate to tell your healthcare professional if you think he or she has confused you with another patient or if you think you are about to receive the wrong medication or treatment.

**P**ay attention to the care you are receiving. Make sure you're getting the right treatments and medications from the right healthcare professionals. Don't assume anything.

- ✚ Tell your nurse or doctor if something doesn't seem quite right.
- ✚ Expect healthcare workers to introduce themselves.
- ✚ Make sure your nurse or doctor confirms your identity before he or she administers any medication or treatment.

**E**ducate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- ✚ Ask your doctor about his/her specialized training and experience.
- ✚ Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- ✚ Write down important facts your doctor tells you so you can look for additional information later.
- ✚ Read medical forms and make sure you understand them before you sign.

**A**sk a trusted family member or friend to be your advocate.

- ✚ Your advocate can ask questions you may not think of while under stress.
- ✚ Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- ✚ Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- ✚ Review consents for treatments with your advocate and make sure you both understand exactly what you are agreeing to.

**K**now what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- ✚ Ask about the purpose of the medication you are prescribed and ask for written information about it, including its side effects.
- ✚ If you do not recognize a medication, verify that it is for you. Ask about any medications before they are administered to you.
- ✚ Tell your doctors and nurses about any allergies you have or negative reactions you have had to medications in the past.

# I

Use a hospital that has undergone a rigorous onsite evaluation, against established, state-of-the-art quality and safety standards such as that provided by The Joint Commission.

- ✦ Ask about the healthcare organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- ✦ If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- ✦ Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- ✦ Go to Quality Check at [jointcommission.org](http://jointcommission.org) to find out whether your hospital or other healthcare organizations are accredited.

Participate in all decisions about your treatment. You are the center of the healthcare team.

- ✦ You and your doctor should agree on exactly what will be done during each step of your care.
- ✦ Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- ✦ Don't be afraid to seek a second opinion.
- ✦ Know who will be taking care of you, how long the treatment will last and how you should feel.

# J

## OUR CAMPUS





# HEALTH SERVICES

K

## **Cardiac Rehabilitation**

Doctors Community Hospital  
Main Building  
8118 Good Luck Road, 2nd Floor  
Lanham, MD 20706  
301-552-8692  
[DCHrehab.org](http://DCHrehab.org)

## **Center for Comprehensive Breast Care**

Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 110  
Lanham, MD 20706  
301-552-8524  
[DCHweb.org/breast](http://DCHweb.org/breast)

## **Center for Wound Healing and Hyperbaric Medicine**

Doctors Community Hospital  
North Building  
8100 Good Luck Road, 2nd Floor  
Lanham, MD 20706  
240-965-3690  
[DCHwound.org](http://DCHwound.org)

## **Capital Orthopaedic Specialists, LLC**

Professional Building  
5801 Allentown Road, Suite 200  
Suitland, MD 20746  
240-842-1435  
[DCHweb.org/ortho](http://DCHweb.org/ortho)

Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 200  
Lanham, MD 20706  
301-552-4284  
[DCHweb.org/ortho](http://DCHweb.org/ortho)

Omni Building  
4000 Mitchellville Road, Suite B116  
Bowie, MD 20716  
301-464-4503  
[DCHweb.org/ortho](http://DCHweb.org/ortho)

Doctors Community Hospital/La Clínica Del Pueblo  
2970 Belcrest Center Drive, Unit 301  
Hyattsville, MD 20782  
301-599-9500

## **Comprehensive Rehabilitation Services**

Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 205  
Lanham, MD 20706  
301-552-4284  
[DCHrehab.org](http://DCHrehab.org)

Omni Building  
4000 Mitchellville Road, Suite B116  
Bowie, MD 20716  
[DCHrehab.org](http://DCHrehab.org)  
301-464-4503

5801 Allentown Road, Suite 200  
Suitland, MD 20746  
240-842-1435  
[DCHrehab.org](http://DCHrehab.org)

## **Endocrinology and Diabetes Care**

Doctors Community Practices at Riverdale  
6502 Kenilworth Avenue, Suite 100  
Riverdale, MD 20737  
301-927-0088  
[DCHdiabetes.org](http://DCHdiabetes.org)

Joslin Diabetes Education Affiliate at  
Doctors Community Hospital  
North Building



8100 Good Luck Road, 5th Floor  
Lanham, MD 20706  
301-552-8661  
DCHdiabetes.org  
(educational and support services only)

Doctors Community Practices at Laurel  
13900 Baltimore Avenue  
Laurel, MD 20707  
301-725-5652  
DCHdiabetes.org

### **Digestive Disease Center**

Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 010  
Lanham, MD 20706  
240-965-4413  
DCHweb.org/digestive

### **Doctors Community Breast Center**

Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 215  
Lanham, MD 20706  
301-552-7805  
DCHweb.org/surgicalseervices

### **Doctors Community Rehabilitation and Patient Care Center**

6710 Mallery Drive  
Lanham, MD 20706  
301-552-2000  
DCHweb.org/transitionalcare

### **Doctors Community Surgical Associates**

Bariatric and Weight Loss Center  
Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 210  
Lanham, MD 20706  
240-965-4405  
DCHweightloss.org

General Surgery  
Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 210  
Lanham, MD 20706  
240-965-4405  
DCHweb.org/surgicalseervices

Thoracic Surgery  
Doctors Community Hospital  
8116 Good Luck Road, Suite 210  
Lanham, MD 20706  
240-965-4405  
DCHweb.org/surgicalseervices

Vascular Surgery  
Doctors Community Hospital  
8116 Good Luck Road, Suite 210  
Lanham, MD 20706  
240-965-4405  
DCHweb.org/surgicalseervices

### **Doctors Regional Cancer Center**

Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 005  
Lanham, MD 20706  
240-542-3060  
DCHweb.org/drcc

4901 Tesla Drive, Suite A  
Bowie, MD 20715  
301-805-6860  
DCHweb.org/drcc

### **Imaging Services**

Doctors Community Hospital  
Main Building  
8118 Good Luck Road, 1st Floor  
Lanham, MD 20706  
301-552-8513 and 301-552-8039  
DCHimaging.org

Diagnostic Imaging  
Professional Office Building  
8116 Good Luck Road, Suite 101  
Lanham, MD 20706  
301-459-7990  
DCHimaging.org

Diagnostic Imaging  
1100 Mercantile Lane, Suite 150  
Largo, MD 20774  
301-249-0022  
DCHimaging.org

### **Infusion Center**

Doctors Community Hospital  
Main Building  
8118 Good Luck Road, 3rd Floor  
Lanham, MD 20706  
301-552-8863  
DCHweb.org/infusion

### **Health and Wellness Center**

Safeway at Bowie Town Center  
4101 Northview Drive  
Bowie, MD 20716  
301-383-2559  
DCHweb.org/safeway



**Lymphedema Center**

Doctors Community Hospital  
Main Building  
8118 Good Luck Road, 1st Floor  
Lanham, MD 20706  
240-965-8410  
DCHrehab.org

**Outpatient Cardiac Rehabilitation**

Doctors Community Hospital  
Main Building  
8118 Good Luck Road, Suite 205  
Lanham, MD 20706  
301-552-8692  
DCHrehab.org

**Outpatient Physical and Occupational Therapy**

Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 205  
Lanham, MD 20706  
301-552-4284  
DCHrehab.org

**Outpatient Pulmonary Rehabilitation**

Doctors Community Hospital  
Main Building  
8118 Good Luck Road, Suite 205  
Lanham, MD 20706  
301-552-8576  
DCHrehab.org

**Outpatient Vascular and Echocardiography Labs**

Doctors Community Hospital  
Main Building  
8118 Good Luck Road, 2nd Floor  
Lanham, MD 20706  
301-552-8054  
DCHrehab.org

**Primary Care Services**

Doctors Community Practices at Bowie  
Omni Building  
4000 Mitchellville Road, Suite B216  
Bowie, MD 20716  
301-262-0020  
DCHweb.org/primarycare-bowie-B216  
  
Doctors Community Practices at Bowie  
Omni Building  
4000 Mitchellville Road, Suite 422  
Bowie, MD 20716  
301-262-9872  
DCHweb.org/primarycare-bowie-422

Doctors Community Practices at Crofton  
2191 Defense Highway, Suite 201  
Crofton, MD 21114  
410-451-9091  
DCHweb.org/primarycare-crofton

Doctors Community Practices at District Heights  
6400 Marlboro Pike  
District Heights, MD 20747  
301-736-7000  
DCHweb.org/primarycare-districtheights

Doctors Community Practices at Laurel  
13900 Baltimore Avenue  
Laurel, MD 20707  
301-725-5652  
DCHweb.org/primarycare-laurel

Doctors Community Practices at Riverdale  
6502 Kenilworth Avenue, Suite 100  
Riverdale, MD 20737  
301-927-0088  
DCHweb.org/primarycare-riverdale

Doctors Community Practices at Temple Hills  
5859 Allentown Way  
Temple Hills, MD 20728  
240-563-1026  
DCHweb.org/primarycare-templehills

Metropolitan Medical Specialists, LLC  
Doctors Community Hospital  
Professional Office Building  
8116 Good Luck Road, Suite 300  
Lanham, MD 20706  
240-241-7474  
DCHweb.org/primarycare-mms

**Sleep Center**

Doctors Community Hospital  
North Building  
8100 Good Luck Road, 6th Floor  
Lanham, MD 20706  
301-552-8561  
DCHsleep.org

**Speech and Language Therapy**

Doctors Community Hospital  
North Building  
8100 Good Luck Road, 3rd Floor  
Lanham, MD 20706  
301-552-8144  
DCHrehab.org



## COMMUNITY RESOURCES

### Education

Visit [DCHweb.org](http://DCHweb.org) for a complete list of our ongoing educational opportunities. Some include:

- + Breast cancer support group
- + Male caregiver support group
- + Diabetes support group
- + Women's heart disease support group
- + Grief support group
- + Lymphedema support group
- + Sleep support group
- + Stroke support group
- + Weight loss seminars
- + And many others

### Volunteers

The hospital relies on the kindness of people like you to help further our tradition of passionately caring for the community. If you are similarly dedicated to helping others, consider becoming a volunteer at Doctors Community Hospital. We have programs for adults, youth and pastoral care volunteers. To learn more, contact our Volunteer Services Department at 301-552-8001 or [DCHweb.org/volunteer](http://DCHweb.org/volunteer).

### Doctors Community Hospital Foundation

Many families in Prince George's County must choose between everyday needs and health care. Your donation can support various community outreach programs that can help people improve or maintain their health – regardless of their ability to pay. To learn how you can make a difference, call 301-552-8670, email [foundation@DCHweb.org](mailto:foundation@DCHweb.org) or visit [DCH-foundation.org](http://DCH-foundation.org).

### Mobile Health Clinic (Wellness On Wheels)

Wellness on Wheels is a mobile health clinic that travels to various locations. It is owned and supported by Doctors Community Hospital's experienced team of healthcare professionals.

It provides people ages 18 and older a wide range of free services:

- + Diabetes screenings
- + Cholesterol screenings
- + Blood pressure screenings
- + Medication reviews and education

Visit [DCHweb.org/wow](http://DCHweb.org/wow) to view our schedule or call 301-DCH-4YOU to learn more.

# HELPFUL NUMBERS

When calling from your room, dial the last four digits of the numbers below.

## MAIN HOSPITAL

### 301-552-8118

Unless otherwise noted, locations are on our main campus in Lanham.

## IMPORTANT NUMBERS

Community Crisis Services for Prince George's County (suicide hotline), **301-864-7095**

National Suicide Prevention Hotline, **800-273-8255**

Maryland Department of Human Services, **800-332-6347**

Family Crisis Center of Prince George's County, **301-779-2100**

24-hour hotline, **301-731-1203**

Maryland Department of Health and Mental Hygiene, **877-463-3464**

Maryland Network Against Domestic Violence, **800-MD-HELPS**

Maryland Department of Aging, **800-243-3425**

Maryland Helpline call, **211**

Tobacco Quitline, **800-QUIT-NOW**

DEPARTMENT	LOCATION	PHONE
Bariatric and Weight Loss Center	Professional Office Building, Suite 210	240-965-4405
Business Office	7404 Executive Place, 3rd Floor, Lanham	301-552-8093
Capital Orthopaedic Specialists, LLC	Professional Office Building, Suite 200	301-599-9500
	Bowie	301-599-9500
	Camp Springs	301-599-9500
	Hyattsville	301-599-9500
Cashier	North Building, 2nd Floor	301-552-8114
Cardiac Rehabilitation	Main Building, 2nd Floor	301-552-8692
Center for Comprehensive Breast Care	Professional Office Building, Suite 110	301-552-8524
Center for Wound Healing and Hyperbaric Medicine	North Building, 2nd Floor	240-965-3690
Community Relations	North Building, 4th Floor	301-552-8060
Dialysis	Main Building, 3rd Floor	301-552-8170
Dietary Department	Main Building, 1st Floor	301-552-8161
Digestive Disease Center	Bowie	240-965-4413
	Professional Office Building, Suite 010	240-965-4413
Doctors Center for Ambulatory Surgery	North Building, 1st Floor	301-552-8880
	Riverdale	301-927-4200
Doctors Community Breast Center	Professional Office Building, Suite 215	301-552-7805
Doctors Community Rehabilitation and Patient Care Center	Lanham	301-552-2000
Doctors Community Surgical Associates (bariatric, general, thoracic and vascular)	Lanham	240-965-4405
Doctors Regional Cancer Center	Professional Office Building, Suite 005	240-542-3060
	Bowie	301-805-6860
Driver Rehabilitation	North Building, 3rd Floor Annex	301-552-8507
Endocrinology and Diabetes Care	Crofton	410-451-9091
	Lanham (diabetes education only)	301-552-8661
	Laurel	301-725-5652
	Riverdale	301-927-0088
Environmental Services (housekeeping)	Main Building, 1st Floor	301-552-8165
Executive Offices	Main Building, 1st Floor	301-552-8085
Financial Counselors (call by last name)	7404 Executive Place, 3rd Floor, Lanham	
<b>Outpatient:</b>	<b>Inpatient:</b>	<b>72-hour</b>
A-D 301-552-8610	A-K 301-552-8639	<b>Registration:</b>
E-J 301-552-8633	L-Z 240-542-3407	A-Z 301-552-8625
K-R 240-965-3727		
S-Z 301-552-5138		
	<b>PRN on call:</b>	
	A-Z 301-552-8625	

DEPARTMENT	LOCATION	PHONE
GetWellNetwork Helpline	Main Building	301-552-7026
Gift Shop	Main Building, 1st Floor	301-552-8008
Guest Services	Main Building, 1st Floor	301-552-8009
Health and Wellness Center (Bowie Safeway)	4101 Northview Drive	301-383-2559
Imaging Department	Professional Office Building, 1st Floor (Inpatient)	301-459-7990
	Main Building, 1st Floor (Inpatient)	301-552-8039
	Largo (Outpatient)	301-249-0022
Infusion Center		301-552-8863
Intermediate Care	Main Building, 2nd Floor	301-552-8206
Lymphedema Center	Main Building, 1st Floor	240-965-8410
Medical Assistance Counselor	North Building, 2nd Floor	By last name
		A-L 301-552-8116
		M-Z 301-552-8682
Medical Intensive Care	Main Building, 2nd Floor	301-552-8007
Medical Records (health information services)	Main Building, 1st Floor	301-552-8090
Multi-faith Worship Center	Main Building, 1st Floor	
Nursing Administration	Main Building, 1st Floor	301-552-8102
Nursing Stations	Main Building, 3rd Floor	301-552-8063
	Main Building, 4th Floor	301-552-8064
	Main Building, 5th Floor	301-552-8685
Outpatient and Surgery Registration	Main Building, 2nd Floor	301-552-5181
		301-552-8504
		301-552-8185
Outpatient Pulmonary Rehabilitation	Main Building, 2nd Floor	301-552-8576
Outpatient Registration/Critical Care	Main Building, 2nd Floor	301-552-7896
		301-552-8623
Outpatient Rehabilitation Services (physical therapy and occupational therapy)	Professional Office Building, Suite 205	301-552-4284
Outpatient Vascular and Echocardiography Labs	Main Building, 2nd Floor	301-552-8692
Operator (hospital switchboard)	Main Building, 1st Floor	0
Pastoral Care Center		301-552-8051
Patient Action Line	Main Building, 1st Floor	301-552-0899
		(x5555 in-house)
Patient Billing Questions	7404 Executive Place, 3rd Floor, Lanham	301-552-8093
Patient Accounts	7404 Executive Place, 3rd Floor, Lanham	301-552-8092
Patient Safety Line		301-552-7800
Pharmacy	Main Building	301-552-8020
Philanthropy	North Building, 4th Floor	301-552-8670
Physical and Occupational Therapy (inpatient)	Main Building, 1st Floor	301-552-8507
Post Surgical Care Unit	Main Building, 2 East	240-965-3621
Primary Care and Family Medicine	Bowie, Suite B216	301-262-0020
	Bowie, Suite 422	301-262-9872
	Crofton	410-451-9091
	District Heights	301-736-7000
	Laurel	301-725-5652
	Lanham	240-241-7474
	Riverdale	301-927-0088
	Temple Hills	240-563-1026
Pulmonary Function Laboratory	North Building, 6th floor	301-552-8576
Radiation Therapy	Doctors Regional Cancer Center	240-542-3060
	Professional Office Building, Main Floor	
Radiology Reception	Main Building, 2nd Floor	301-552-8513





[illegible]



**STAY CONNECTED!**



Doctors  
Community  
Hospital



DCHweb



DCH4YOU



Doctors  
Community  
Hospital



Doctors  
Community  
Hospital

