

Important Surgical Instructions

VERY IMPORTANT INSTRUCTIONS THAT NEED TO BE DONE BEFORE SURGERY!

Please go to the appropriate facility web site or call to complete the pre-operative medical information.

Loudoun Hospital- A representative from Hospital will call to schedule pre-op appointment

Loudoun Surgery Center- www.loudounsc.com

Reston surgery Center-www.restonsurgerycenter.com

Reston Hospital- Please call pre-op screening unit to schedule pre-op appointment.

Next please go to Drsilvaent.com website.

Click on the green bubble on the left hand side that says Learning Center.

First you will then see PDF files click on the facility that you will be having surgery at. This will give you directions to the facility and instructions.

Second click on the PDF files for your procedure(s) that will be performed for post-op instruction sheets.

Third your post-op prescriptions will be e-prescribed to the pharmacy that you provided us with.

If you do not here from facility by the day before surgery please call the office.

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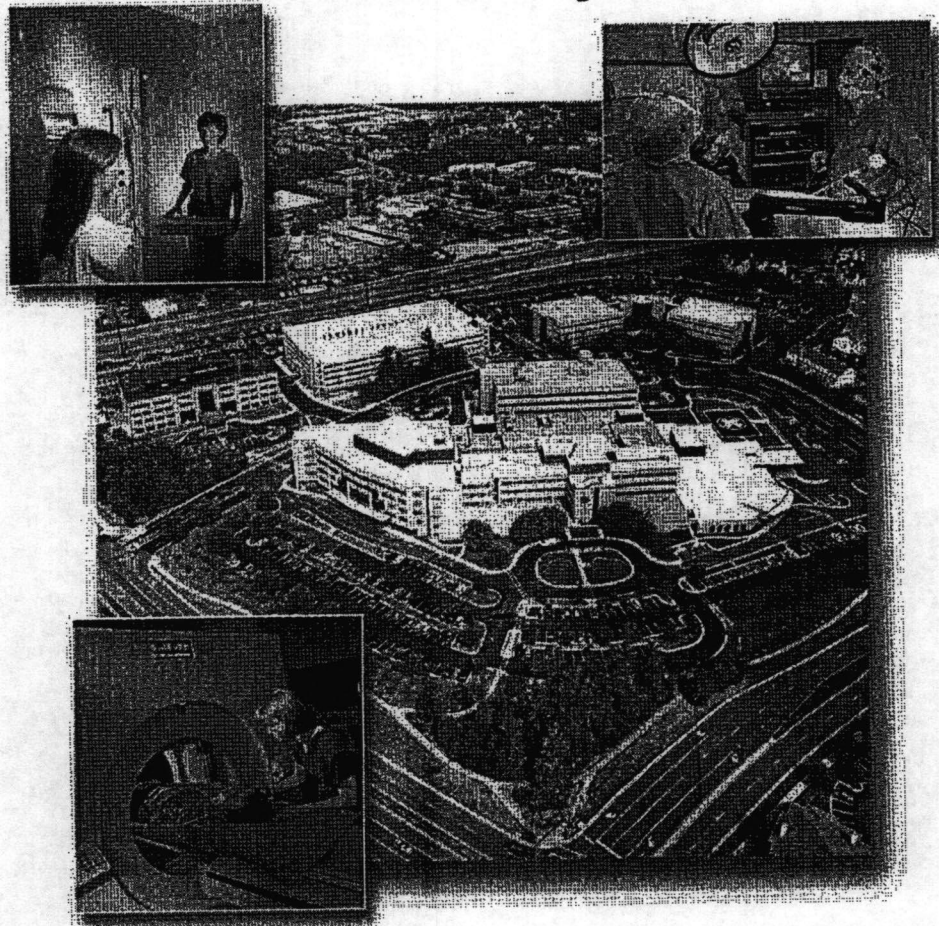
Reston Hospital Center

HCA Virginia

1850 Town Center Parkway
Reston, Virginia 20190
703-689-9000

restonhospital.com HCAvirginia.com

Reston Hospital Center welcomes you!



On behalf of the entire staff of Reston Hospital Center, we would like to extend a warm welcome to you. We will do everything we can to make your healthcare experience as pleasant and comfortable as possible.

Our goal is to assist your physician in providing quality medical services and care. Scores of people, some of whom you may never see, will now have their attention focused on you. Nurses, therapists, technologists, dietitians, pharmacists, support personnel, volunteers and many others will work together with your physician to serve you. Please feel free to ask any member of the Reston Hospital Center staff for assistance. If you encounter any difficulties, or have questions about your care, please contact your nurse.

It is our privilege to care for you.



Admission Process for Outpatient Surgery

Prior to your day of surgery, it is important that you schedule a Pre-Operative (pre-op) appointment with our Same Day Surgery Department. You may contact us at 703-689-9005, Option #1, between 8 a.m. and 5:30 p.m., Monday - Friday to make the appointment.

We understand the value of your time. That's why, whenever possible, we will conduct pre-op appointments by phone. However, your medical history, age, type of surgery, and/or your physician's specific requirements may necessitate that we meet with you in person.

Appointments may be scheduled between 9 a.m. - 5:30 p.m., Monday - Friday. The length of the appointment varies from 30 minutes to one hour depending upon your surgeon's testing requirements. For your convenience, our admitting department offers a full-service laboratory, and EKG testing if you need these services to prepare for your procedure.

Please note: Depending upon your insurance carrier, you may need to go to another lab facility for your testing. If so, it is important that you notify this facility that your lab results must be faxed to Reston Hospital Center's Same Day Surgery Department at 703-689-9206 at least 48 hours prior to your surgery.

The Same Day Surgery admitting department is located in the Pavilion. Please follow the signs to take advantage of courtesy valet parking near the Pavilion. You will need to sign in at the registration desk, just down the hall to the right near the Pavilion entrance. Please remember to bring your insurance card, a driver's license or

a second form of identification with you.

At the pre-op appointment, a medical history will be obtained by one of our admission nurses. This will include questions concerning allergies, current medications, previous surgeries, and any significant information you can share with us to make your surgery experience safe and comfortable.

Included in this brochure is a Pre-Operative Checklist. If your appointment is completed over the telephone, please have this form handy so that you can write down important information about your surgery. If you come in for an appointment, our nursing staff will provide you with this form.

During your pre-op interview you will be given information about:

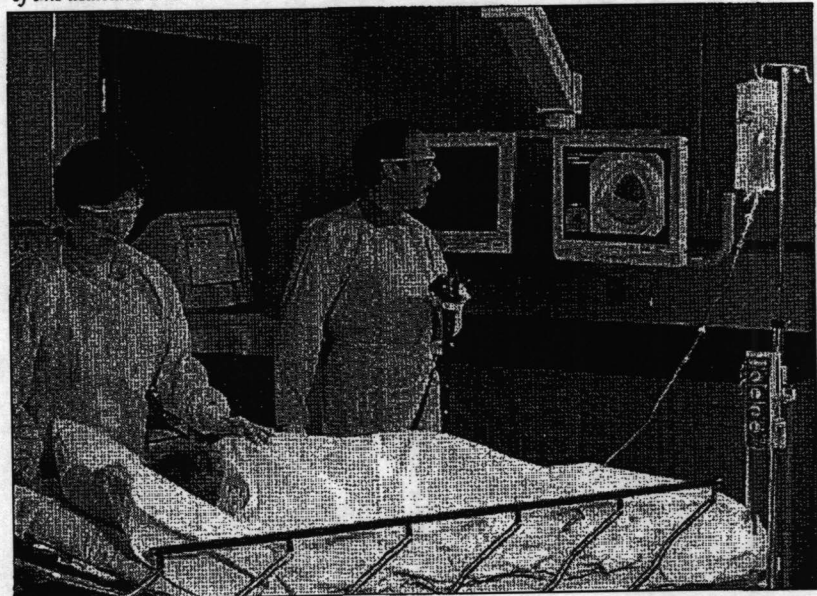
- The time of your surgery
- When to stop eating and drinking to prepare for your surgery
- Information about the day of surgery
- Information about your anesthesia and what you will need to have at home for your recovery.

The comprehensive evaluation you will receive at Reston Hospital Center is a demonstration of our commitment to safe, high quality health care.

If you have any questions or concerns about your surgery, our staff will be happy to answer them.

Endoscopy Unit

Minor procedures, including endoscopy, are being performed in the comfort and privacy of this dedicated unit.





Pre-Operative Checklist

Patient Name: _____ Physician: _____

Type of Anesthesia/Status Outpatient Inpatient 23-Hour Observation

Date of Surgery: _____ Time of Surgery: _____ Type of Surgery: _____

Time to Report to Reston Hospital Center: _____

For any further information related to your surgery, please call the Pre-Op Screening unit office at 703-639-9427, between 9 a.m. - 5 p.m., Monday - Friday.

Please be aware of the following information:

- Insurance information and I.D. (for example, a driver's license) must be available at the time of registration.
- Consume no solid food, no milk, and/or no orange juice after midnight before surgery.
- Clear liquids - small amounts of water, ginger ale, apple juice, cola, black coffee or tea (no cream), from midnight to ___ a.m./p.m. the day of surgery. Then, you may have nothing by mouth. However, you may brush your teeth and rinse your mouth.
- Children 10 years of age and younger are allowed only 4 ounces of water from midnight to ___ a.m./p.m. the day of surgery.
- Lithotripsy patients: You may have clear liquid dinner the night before surgery and fluids up until ___ a.m./p.m. the day of surgery.
- Do not smoke, chew gum or suck on hard candy after midnight before surgery.
- You may take routine medications, with sips of water, the day of surgery. EXCEPTIONS: _____
- Stay away from aspirin/aspirin products. No Advil or anti-inflammatory drugs at least 7-10 days prior to surgery.
- Diabetic instructions: _____

Anticipated needs for home use:

- Do you have crutches? Yes No
- Instructions needed? Yes No
- Estimated length of stay: _____
- Arrangements made for a responsible adult to drive patient home or accompany patient in taxi: _____
- Other: _____

On the Day of Surgery, please:

- Wear NO makeup or nail polish.
- Wear NO jewelry.
- Leave valuables at home. We are not responsible for personal items, money, credit cards, wallets, jewelry, etc.
- Bring a case for contact lenses and/or glasses.
- Feel free to wear your dentures to the operating room.
- Wear no metal hair accessories.
- Wear loose fitting clothing appropriate for the type of surgery being performed.

For 24 Hours After Surgery, it is suggested that you:

- Do not make critical decisions.
- Do not drink alcoholic beverages.
- Do not drive a motor vehicle.
- Do not operate machinery or potentially dangerous machinery.
- Have an adult stay with you. This is strongly advised.

Are there any questions that you may have about your surgery? _____



Day of Surgery

The staff of Reston Hospital Center is pleased you have entrusted us to care for you. Our staff is specially trained to meet your surgical needs. We are dedicated to providing you with personal attention during your entire stay.

General Guidelines

- Be sure to wear something comfortable and loose enough to fit over any dressing you may have after your surgery.
- Please do not wear any makeup the day of surgery
- Please leave your valuables at home. Bring your insurance card or another form of picture I.D. If you need to supply a co-payment, please bring it with you.
- Be sure to have a responsible person drive or accompany you home after surgery.
- Recovery times vary from one to several hours. Your escort should plan to stay during your recovery period or be available for a telephone call to take you home as soon as you're ready to be discharged. This is a state and federal requirement related to driving under the influence.
- We strongly advise that you plan to have an adult stay with you for the first 24 hours after your surgery.

The Day of Surgery

- When you arrive at Reston Hospital Center campus, drive to the front Pavilion circle, where you may take advantage of courtesy valet parking.
- Please sign in at the registration desk, just down the hall to the right near the Pavilion entrance (please see map in the back pocket).
- From the registration desk, you and your family member or friend will be directed to the surgical waiting area.
- When it is time to prepare for your surgery, a member of our surgical team will escort you and your family member/friend to a changing area. Here, you will be given a hospital gown and slippers to wear for surgery. A bag will be provided for your clothing, which will be secured for you in a locker and returned to you following surgery. Once you have changed, a member of our surgical team will escort you and one family member/friend to the holding room where nursing staff will show you to a bed and provide you with warm blankets for your comfort. A nurse will review your medical history for any changes in your health status. Your temperature will be checked, along with your blood pressure and pulse. A pulse oximeter—a small, thimble-like monitor used to check your breathing—will be applied to your finger, and heart monitor pads will be placed on your chest to monitor your heart during surgery and recovery. Expect to have your intravenous (IV) therapy started before your trip to the operating room. Your IV provides a way to replenish important body fluids during and after your surgery, and will be used to administer medications for your surgery and recovery. While in the holding area you will also:
 - Meet with your surgical team.
 - Speak with an Anesthesiologist, nurse anesthetist and operating room nurse. They will answer any questions or concerns you may have.
 - Before you leave for the operating room and any medications are administered, you will be asked to sign an operative consent form for surgery and for anesthesia. Our staff will verify again your procedure for the day and review any other pertinent information. Please let us know if there is anything more we can do for you. Once you leave the holding area for the operating room, your family member/friend will be directed to the surgical waiting area. That is where your family member/friend will wait to speak with your surgeon following the completion of your operation. Once you leave the holding area, you will never be left alone. A member of the surgical team always will be monitoring your needs.
 - Once in the operating room, you will be placed on a cardiac monitor to observe your heart. Your blood pressure will be checked frequently. Your oxygen saturation will be checked continuously and a member of the anesthesia staff will monitor all your needs during the operation.

- After surgery you will be taken to the post anesthesia care unit, also known as PACU or the "recovery room." Here, specially trained nurses provide care while you are waking up. During this time you will be connected to monitors to observe your heart rate, blood pressure and breathing. You may awake to find you are receiving oxygen through two little prongs at the base of your nose. Once you are awake, these are removed. Noises may seem louder and lights brighter to you during this time. We will speak softly to you as you awaken and we will use soft lighting for your comfort. You may seem chilly as you awaken and warmed blankets will be given to you for your comfort. If you experience any discomfort, please tell the nurse who is taking care of you.
- Your family will be notified that you are out of surgery and in the recovery room.
- Note: Recovery times vary from individual to individual and with different types of surgery. Time spent in recovery may vary from 45 minutes to a few hours.
- Once you are comfortable and ready to leave the recovery room you will be taken to Same Day Recovery via a stretcher. Nurses there will assist you in moving from the stretcher to a recliner. As soon as you are settled in the recliner, your family member/friend will be notified to come and sit with you. Depending upon the type of surgery, you may be offered fluids to drink by mouth or you may have ice chips to sip on. The nurses in Same Day Recovery will review your discharge instructions with your family member/friend and provide all the needed information for your recovery at home. Again, discharge time varies by patient and procedure; normally the stay may be from 45 minutes to an hour.
- The following day one of our Same Day Recovery nurses will call you at home to see how you are doing. **Any problems that occur after you arrive at home should be directed to your physician's office. His or her telephone number will be included on your copy of your discharge instructions.**

At Home

You should expect that it will take a few days to feel normal again. Please follow these guidelines in your recovery:

- Be careful while recuperating. Don't try to do more than your doctor recommends. Get help when you need it.
- Be sure someone is there to help you until you regain full strength. No matter how well you feel, someone should be with you in case there is a sudden change in your condition.
- Follow any special instructions given by your doctor for diet, exercise or medication. These instructions are designed to aid your recovery and prevent complications.
- Report any unexpected change in how you feel to your doctor. Complications are rare, but sometimes occur. Call your physician right away if:
 - Your medication makes you groggy, dizzy, nauseous or causes a skin reaction;
 - You notice signs of infection (fever, increased redness or swelling or an odorous discharge);
 - Your incision opens, or you have increased pain following activity;
 - You have numbness, increased swelling, bluish fingers or toes;
 - You experience nausea, vomiting, or diarrhea that persists after 12 hours following surgery;
 - You cannot urinate after 12 hours following surgery (8 hours if you have urinary tract surgery).

Wishing You Well

The staff of Reston Hospital Center wishes you well in your recovery. If you have any questions while you are here or after your return home, please call us. We will be pleased to help you or refer you to resources where you can obtain the information you need.



Meet Reston Hospital Center

Mission

We, the staff, physicians and volunteers are members of a united team dedicated to enhancing the health and quality of life in our community. We are committed to:

- Providing comprehensive healthcare which emphasizes continuous improvement and innovation;
- Maintaining a work environment characterized by respect, trust, safety and compassion;
- Achieving excellence and uncompromising service; and
- Practicing sound financial principles and cost-conscious strategies.

Reston Hospital Center is your community healthcare provider.

History

Reston Hospital Center is a 187-bed full-service, medical/surgical hospital that has responded to the needs of residents in western Fairfax and eastern Loudoun Counties by adding much needed beds and services.

Reston Hospital began as a 127-bed facility that opened on November 10, 1986. In 2001, the hospital began a major expansion project that included the West Wing, a new five-story addition that features 60 additional licensed beds for The Family Center, and our Critical Care, Progressive Care, and Medical/Surgical units; a new Endoscopy unit; an expanded Emergency Department and Radiology Department; expanded ancillary areas such as Medical Records and Dietary; the Parkway Medical Tower medical office building; and a 1,050-space parking garage.

Reston Hospital Center, conveniently located within Reston's vibrant Town Center, offers a full range of medical services including 24-hour emergency care. The hospital specializes in maternal/child health, surgical services on both an inpatient and extensive outpatient basis, urological services including lithotripsy, cancer care with state-of-the-art radiation therapy, rehabilitation therapy programs and a wide array of diagnostic imaging capabilities. Reston Hospital Center is a private, tax-paying hospital that is an affiliate of HCA.

The medical staff of Reston Hospital Center has more than 750 primary care and specialty physicians with privileges at the hospital. The hospital's staff consists of more than 1,000 part and full-time employees. More than 200 men, women and teenagers volunteer their time at the hospital on a weekly basis.

Reston Hospital Center has an active health and wellness outreach program, providing thousands of free or reduced-cost health screenings to area residents. These screenings emphasize the importance of early detection in the prevention of disease. Reston Hospital's web site, restonhospital.com, is an expert source for online healthcare information, hospital services, expansion updates, and career opportunities. The site also provides information about health and wellness classes and support groups, which are offered

year around. To register or learn more about class offerings, please call toll-free 1-877-689-DOCS (3627).

For more information on the hospital or the services offered, please contact the Public Relations Department at 703-689-9030.

JCAHO Accreditation

Reston Hospital Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

In addition, Reston Hospital Center is licensed by the Virginia Department of Health. The hospital also is certified by the American College of Radiology. We are members of the American Hospital Association, the Virginia Hospital Association, and the College of American Pathologists.

Reston Hospital Center does not discriminate on grounds of race, religion, gender, physical handicap, national origin or sexual orientation.



Your Rights and Responsibilities

The Patient's Rights and Responsibilities

We consider you a partner in your hospital care. When you are well-informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. Reston Hospital Center encourages respect for the personal preferences and values of each individual.

Rights:

While you are a patient in our hospital, your rights include the following:

- You have the right to safe, considerate and respectful care.
- You have the right to be well-informed about your illness, possible treatments, and likely outcome and to discuss this information with your doctor.
- You have the right to know the names and roles of your caregivers.
- You have the right to consent to or refuse a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will receive other needed and available care.
- You have the right to have an advance directive, such as a living will or durable power of attorney. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself.
- You have the right to privacy. The hospital, your doctor, and others caring for you will protect your privacy as much as possible.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.

- You have the right to review your medical records and to have the information explained, except when restricted by law.
- You have the right to expect that our hospital will 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.
- You have the right to participate in your pain management treatment to enhance your recovery.
- You have the right to know if our hospital has relationships with outside parties. These relationships may be with educational institutions, other healthcare providers or insurers.
- You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will still receive the most effective care the hospital provides.
- You have the right to be told of realistic care alternatives when hospital care is no longer appropriate.
- You have the right to know about hospital rules that affect you and your treatment and about charges and payment methods.
- You have the right to know about hospital resources, such as the ethics committee, that can help you resolve problems and questions about your hospital stay and care.
- You have the right to access protective services (that is, guardianship and advocacy services, conservatorship, and child or adult protective services) as these issues arise.

Responsibilities:

You have responsibilities as a patient:

- You are responsible for providing information about your health, including past illnesses, hospital stays, and use of medicine.
- You are responsible for asking questions when you do not understand information or instructions. If you believe you can't follow through with your treatment, you are responsible for telling your doctor.
- You are responsible for keeping your healthcare providers informed of your level of discomfort in a timely manner to maximize the effectiveness of your pain management treatment plan.
- You are responsible for providing accurate information for insurance and for working with the hospital to arrange payment. Our hospital works to provide care efficiently and fairly to all patients in the community.
- You and your visitors are responsible for being considerate of the needs of other patients, staff, and the hospital.
- Your health depends not just on your hospital care, but on the decisions you make in your daily life. You are responsible for recognizing that your lifestyle has a direct effect on your personal health.
- **If you have a written advance directive, you should provide a copy to the hospital, your family, and your doctor.**

A hospital serves many purposes. Hospitals work to improve people's health; treat people with injury and disease; educate doctors, health professionals, patients, and community members; and improve understanding of health and disease. In carrying out these

activities, this institution works to respect your values and dignity.

In the unlikely event that a medical error occurs at Reston Hospital Center, the patient and/or the patient's family will be notified by the patient's physician as soon as the error is discovered.

Advance Directives/Living Will

Under Virginia law, "every human being of adult years and sound mind has a right to determine what shall be done with his own body." Doctors help their patients to exercise this right when they give information about medical treatment they are recommending. When you then agree to the recommended treatment, you have given your informed consent. You also have the right to refuse the recommended treatment.

Many people worry about what would happen if, due to mental, physical or emotional problems, they are unable to tell their doctor whether they want or don't want recommended medical treatment. Under a Virginia law called the Health Care Decisions Act, if you are an adult you may sign a document that makes your choices about treatment known to your doctor and family in advance. In that document, you can also name someone you trust to make these decisions for you if you become unable to express your wishes yourself. This document is known as an "advance directive." The Health Care Decisions Act also permits you, if you are terminally ill, to get an order from your doctor telling emergency medical services personnel, such as rescue squads, that you do not want certain kinds of treatment.

The Health Care Decisions Act became law in 1992, but most of the decision-making rights contained in it have existed in Virginia for several years under other laws. The Health Care Decisions Act combines these laws to bring them together in one place and to be sure that they do not disagree with each other. Any advance directive made under the old laws is still valid.

If you have questions about advance directives you may ask those in charge of your healthcare for more information. You may also wish to talk about advance directives with your family, your doctor, or a lawyer.

The first type of Advance Directive – known as the living will – is only followed when you have a terminal condition and only deals with life-prolonging procedures.

The second type of Advance Directive – often called a durable power of attorney for healthcare – covers those cases and also covers situations where you can't make treatment decisions for yourself but do not have a terminal condition, such as when you have an accident or take a drug that leaves you unconscious. It also covers more than decisions about life-prolonging procedures. It will cover any decisions you want it to cover. If you wish, the person to whom you give a durable power of attorney for healthcare could make any decisions about your healthcare that you could have made yourself.



Communicating Your Needs

Process for Communicating Dissatisfaction, Concerns, or Compliments

Patients, patient representatives, and families are encouraged to communicate any dissatisfaction or concerns to the hospital, as well as any praise for your healthcare providers and overall experience. If you are dissatisfied, you may contact a charge nurse by notifying your nurse that you wish to speak with him/her. If you do not feel the issue has been resolved, please contact our Guest Relations Department. Please call ext. 9192 or 703-689-9192 between 8 a.m.-5 p.m., Monday - Friday or submit your concerns and/or compliments in writing to:

Director of Guest Relations
Reston Hospital Center
1850 Town Center Parkway
Reston, VA 20190

We value your opinions regarding your care and treatment and appreciate the time and effort you put into letting us know about your experience. We encourage you to fill out your patient satisfaction survey, which helps us understand what works well and identifies areas for improvement. Your feedback is important to us and we will share it with those involved in your care.

Process for Addressing Ethical Issues

The physician caring for you is always the initial source of contact regarding ethical issues. If conflicts are not resolved, the hospital has an Ethics Committee. This service may be arranged through the physician or nurse caring for you.

Services for Hearing-Impaired Patients

We understand the importance of good communication between our patients and the members of our healthcare team. We also know that there are many degrees of hearing loss or impairment. By sharing your communication needs with us we can give you the best medical care possible.

In order for everyone caring for you to recognize your needs, with your consent we can place a hearing impaired symbol on your chart and above your bed along with the methods of communication that work best for you. Let your nurse know what your needs are.

If you are having surgery, our staff will work with you to keep your hearing aid in or accessible during the preoperative period and in the recovery room. We can arrange for a qualified sign language interpreter to be present in the hospital at appropriate times, if necessary.

Special resources and services are available to you at no cost during the time of your hospitalization. Please ask your nurse for any devices or special services you may need.

Available equipment includes: Assistive Listening Devices (ALD) - clarify voices enough so that you may hear better. A Flashing Light Ring Signaler can be placed on the telephone in your room so you can see the telephone "ring." Amplified Telephones are available for use in patient rooms. Text Telephones (TT, TTY) are

available in case an amplified telephone does not work for you. The keyboard and display screen allow you to call or receive calls through the Virginia Relay service or directly from another TTY. Family and friends can reach you using the TTY by calling 703-689-9070. Amplified Public Telephones are available in the Pavilion front lobby, Pavilion surgical waiting area, and Emergency Department lobby. Closed caption devices also are available for patient room TVs.

Language Translation Services

We have a roster of staff who can provide emergency translation services. If the language required exceeds our ability, we have access to the AT&T Translation Line. Anyone requiring translation services should indicate that need to a member of our staff and every effort will be made to accommodate this request.



A Note on Managed Care

Reston Hospital Center participates in the following managed care plans:

Aetna HMO & PPO
Alliance PPO
Anthem
BlueChoice/Capital Care
CareFirst
CCN
Cigna HMO & PPO
FAMIS
First Health
Health Keepers
Kaiser
MDIPA/Optimum Choice/MLH
Medicaid
Medicare
Multiplan
NCPPO
One Health
PHCS
Tricare (CHAMPUS)
Unicare Medicaid
United Healthcare
Virginia Health Network

If your plan is not listed above, it may still be accepted by Reston Hospital Center. We are constantly initiating new contractual relationships with insurance companies in an effort to better serve the patients of our community. To find out if your plan is accepted at Reston Hospital Center, please call us at 703-689-9001.

Whenever possible, please review your insurance coverage prior to registering for services at Reston Hospital Center. Managed care plans differ in both coverage and requirements; knowledge of your plan's rules and guidelines and your benefits will be very helpful.



To Help You Understand Your Bills

Those With Insurance

If you have hospitalization health insurance, bring your health insurance card or insurance policy with you. Please be aware that your insurance company may require you to notify them when you are admitted to the hospital. Also, some insurance companies require prior authorization and/or a second opinion. The hospital will assist in this procedure, but you should be aware of your obligation. If you have an HMO (Health Maintenance Organization), you may need to use designated centers for outpatient services. Your insurance carrier may assess a penalty if procedures are not followed.

In some cases it may be necessary for you to make an advance cash deposit. We also ask that you be prepared to pay any deductibles and coinsurance shown due by your policy.

Please remember that your hospitalization is a contract between you and your insurance company. We will cooperate to the fullest in expediting your claim, however, you are ultimately responsible for your account. For your protection, it is best to call your insurance company prior to your admission.

Medicare Patients

If you have coverage under Medicare benefits, bring your card with you at the time of admission. Also, bring any cards indicating supplemental coverage. We will bill your supplemental coverage after Medicare has made payment. You will be responsible for any deductibles, coinsurance and non-covered charges if you do not have a secondary coverage. If you are a member of an HMO please advise us so that we may follow the appropriate guidelines for admission.

Medicare may NOT be the primary source of payment in some circumstances and we are required to complete a questionnaire. Please provide current and accurate information so that your claim will not be delayed and is filed appropriately.

Liability Insurance

If your hospitalization involves a liability claim, we must ask that you pay your bill in full at the time of discharge. We will provide you with a copy of your billing. It is your responsibility to settle with the insurance companies or other third parties.

Workers' Compensation

If you are admitted for an injury received at work, we must have certification of insurance by your employer and insurance carrier and a claim number. Please make sure that we have the necessary information to expedite settlement of your claim.

Those Without Insurance

If you do not have adequate insurance coverage, you will be asked to submit a cash deposit in advance of any elective admission. Our financial counselor will review your options with you prior to

service being rendered.

We accept Mastercard, Visa, Discover and American Express to assist you in making payment for your services. If you think that it will be difficult for you to pay for your hospitalization, we urge you to advise our financial counselors so that arrangements can be discussed. Financial counselors are available Monday - Friday, 8 a.m. to 4:30 p.m.

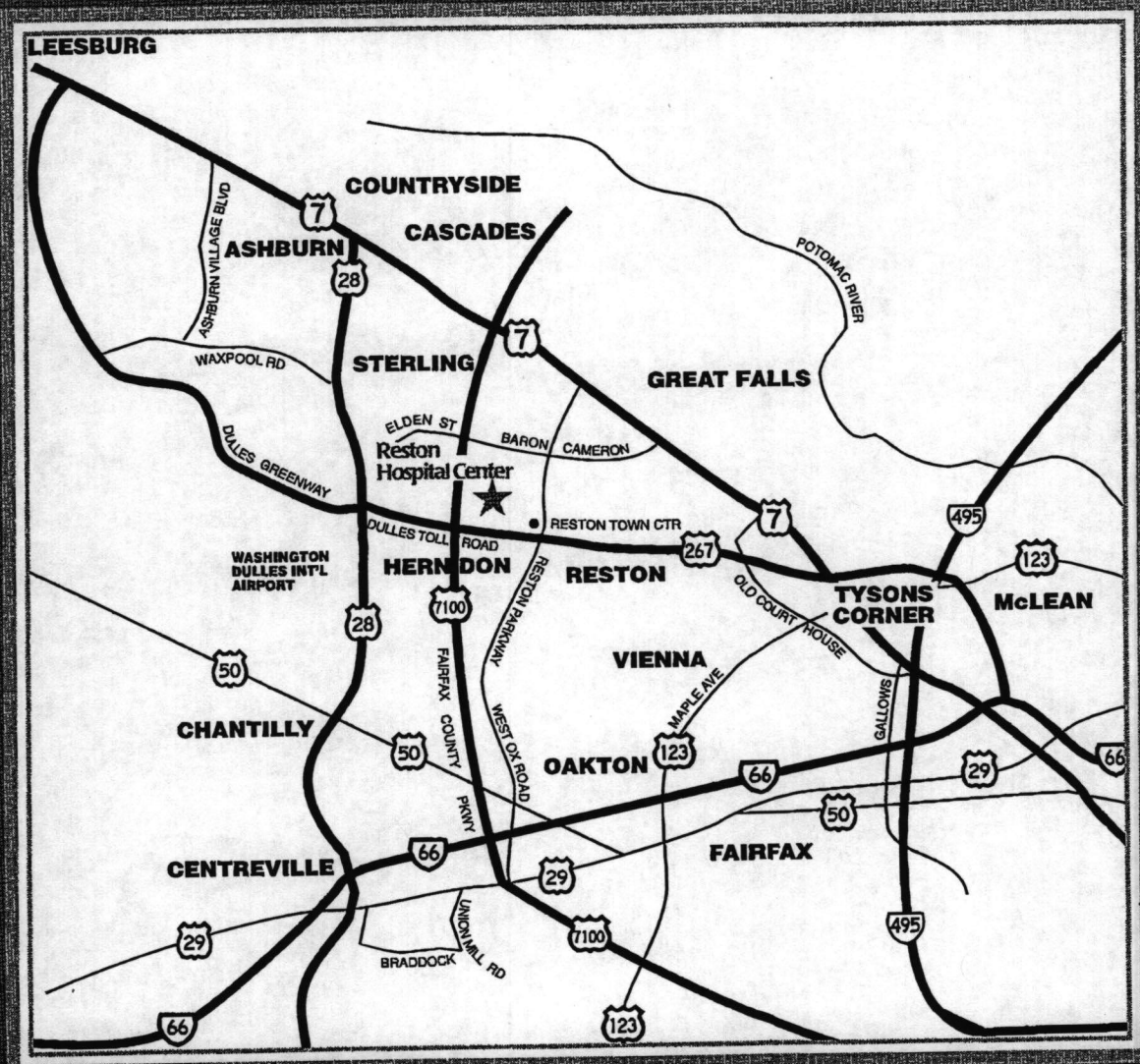
(Inpatient)	703-689-9121
(Outpatient)	703-689-9245

For any billing questions for Reston Hospital Center please call Patient Account Services toll-free at 1-866-211-3615.

Additional Billing

You may receive additional billings as a result of your visit with us. Listed below are telephone numbers and addresses of those who have an association with our facility. Although you may have health insurance, there is no guarantee that your plan has contracted with our associates. The billing that you receive from the hospital reflects charges incurred by you for the use of our facility, our equipment, our supplies and nursing personnel. Physician charges are separate and billed from their offices. Please forward any billing questions to their billing services.

1. **Emergency Department Physicians** - The hospital is proud to have physicians on staff from Emergency Medicine Associates. Their billing service is located at 1300 Piccard Drive, Suite 202, Rockville, Maryland 20820. The phone number for billing questions is 1-800-373-1046.
2. **Reston Radiology Associates** - The physicians of Reston Radiology Associates provide interpretations of diagnostic imaging procedures done at the hospital. Their mailing address is 4001 Fair Ridge Drive, Suite 103, Fairfax, Virginia 22033. The telephone number for billing questions is 703-385-5207.
3. **Reston Anesthesiology Associates** - The billing address is Post Office Box 2757, Reston, Virginia 20190. They can be reached for billing concerns at 703-471-0919.
4. **Reston Pathology Associates** - All specimens are reviewed and results given by the physicians at Reston Pathology. Their mailing address is 2853 Duke Street, Alexandria, Virginia 22314. The telephone number is 703-824-3200.
5. **Neonatology/Pediatric Charges** - The hospital has an arrangement with neonatologists and pediatricians who provide 24-hour coverage. Their billing address is Emergency Medicine Associates, 1300 Piccard Drive, Suite 202, Rockville, Maryland 20820. The phone number for billing questions is 1-800-373-1046.



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