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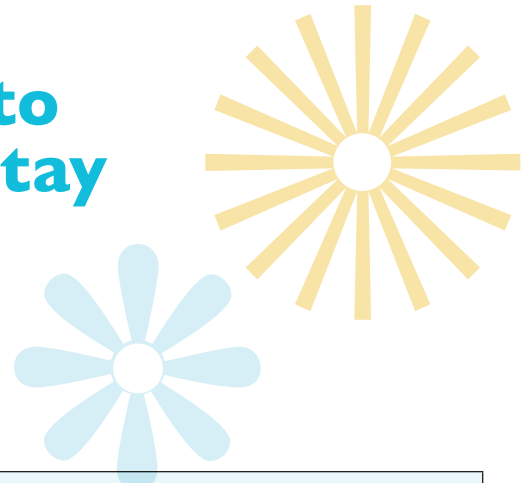
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## Care. Change. Inspire. GIVE.

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**Suburban Hospital Foundation**  
301-896-GIVE (4483)  
[donate.suburbanhospital.org](http://donate.suburbanhospital.org)

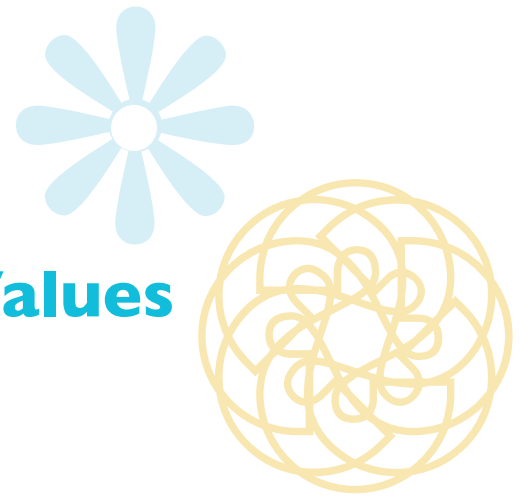
# 9 Things You Need to Know About Your Stay



<p><b>1. Our Commitment to You</b></p> 	<p>While you are here with us, you can expect that your care team will keep you and your family informed about your plan of care and assure that you are comfortable and safe.</p>
<p><b>2. Your Room</b></p> 	<p>There are controls for the bed, TV and nurse call button in your room. If you'd like the room temperature adjusted, ask any member of your health care team. We urge you to leave valuables and credit cards at home.</p>
<p><b>3. You and Your Family Know Best</b></p> 	<p>If you see a sudden decline in condition, immediately tell your nurse or physician or call the <b>Rapid Response Team</b> by pressing <b>14</b> from any hospital phone.</p>
<p><b>4. Your Meals</b></p>  <p><b>x3663</b></p>	<p><b>To order your meals, press 3663</b> on your bedside phone. Call between 6:30 a.m. and 6:30 p.m. Once you order, we will deliver within 45 minutes or at your requested time. Kosher and vegetarian meals are available. Guest hospital meals are available at your bedside; we add the cost to your hospital bill.</p> <p><b>Other dining options for visitors:</b></p> <p><b>Cafeteria:</b> A full-service cafeteria on the second floor is open for breakfast and lunch on weekdays from 6:30 a.m. to 2:30 p.m. Please note cafeteria is closed between 10 and 11 a.m. Breakfast items, pizza, sandwiches and other items are available near the cafeteria on evenings, weekdays and weekends.</p> <p><b>Coffee Bar:</b> A coffee and snack bar is located in the main lobby.</p> <p><b>Vending machines:</b> Located near the cafeteria and in the Emergency Department waiting room.</p>

<p><b>5. Visiting Hours</b></p> 	<p><b>Your family member or care partner is welcome 24 hours a day.</b> A care partner is someone you have chosen to provide support during and after your hospital stay and may or may not be a family member. If your family member or care partner plans to stay overnight in the hospital, please discuss this with your nurse to make arrangements.</p> <p>Other visitors are welcome to visit you during <b>visiting hours: 8:00 a.m. to 9:30 p.m.</b> Children of any age can visit if they are accompanied by an adult. Guests must not be ill with colds, flu or other contagious conditions and must respect infection control policies.</p> <p><b>Quiet time</b> for our patients to rest and recover is from 10 p.m. to 6 a.m. We appreciate your assistance in maintaining a peaceful and quiet environment. Please keep your TV at a reasonable volume.</p>
<p><b>6. WiFi</b></p> 	<p>Free wireless internet access is available to patients and visitors for cell phones, tablets and laptops. Simply connect your device to our <b>"JHQUESTNET"</b> network and choose "accept" to agree to our connection policies.</p>
<p><b>7. Patient Education</b></p> 	<p>You are encouraged to watch short patient education videos during your stay. You will receive an access code by email. If you do not have a mobile device, tablet or laptop while you are in the hospital, you will be provided with an iPad to watch the videos. You will also be able to access the videos after you are discharged.</p>
<p><b>8. Communication</b></p> 	<p>Your room has a direct dial telephone. Check your communication board for direct numbers to your health care team and the nurse's station.</p> <p>Language Interpretation Services / Vision or Hearing Impaired Services: We want to make sure that the exchange of information between you, your family and your health care team is as clear as possible. Let our staff know if you need these free services.</p>
<p><b>9. Parking</b></p> 	<p>You and your visitors may park in our self-paid parking garage or use valet parking.</p> <p>Valet parking is available at the front entrance from 8 a.m. to 4 p.m.</p> <p>If you leave the hospital after 4 p.m., valet-parked car keys are at the Information Desk until 8:30 p.m. and at the Emergency Department Security desk after that time.</p>

# Suburban Hospital's Mission, Vision and Values



## Mission

Improving health with skill and compassion.

## Vision

As a member of Johns Hopkins Medicine, Suburban Hospital will foster the development of an integrated and innovative system of care that provides state of the art clinical care supported by a strong base of medical research and education.

## Core Values

- Excellence and Discovery
- Diversity and Inclusion
- Leadership and Integrity
- Respect and Collegiality

## Patient- and Family-Centered Care

**Suburban Hospital is committed to patient- and family-centered care.**

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

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

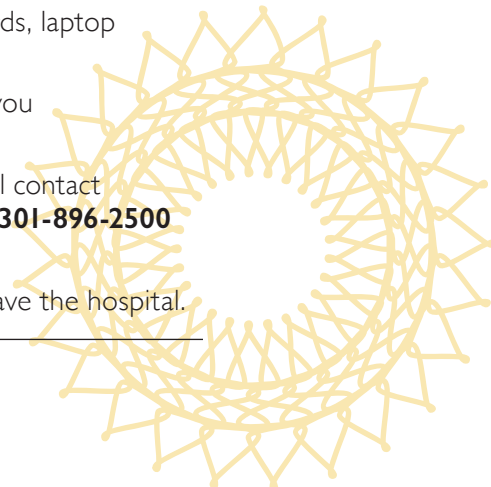
**Information Sharing.** We share timely, complete, accurate and unbiased information with patients and families so you can participate effectively in care and decision-making.

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

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

# Quick Guide to Your Stay

<b>ATM</b>	An ATM is on the second floor of the hospital near the cafeteria.
<b>Cell Phones &amp; Other Devices</b>	You may use your laptop, tablet, cell phone and their charging devices unless you are in an area marked “No Phone Zone”. Such devices may interfere with medical equipment. We are not responsible for lost cellular devices. Cell phone charging stations are available in the Emergency Department and the 5th floor surgical waiting area.
<b>Gift Shop</b>	Our gift shop is on the first floor in the hall near the main elevators. Hours of operation are posted. Long term parking passes are available (cash only) in the gift shop.
<b>Security</b>	Uniformed security officers patrol the hospital campus 24 hours a day. An officer also monitors the Emergency Department entrance. If you have any security questions or concerns, please call the Security Office at <b>301-896-2500</b> or <b>2500</b> from any hospital phone.
<b>Telephone/ TV</b>	<p>Your room has direct-dial telephone and television service. We charge separate daily fees for both services.</p> <p><b>To make a phone call:</b></p> <ol style="list-style-type: none"> <li><b>1. Internal phone numbers:</b> press the 4 digit extension</li> <li><b>2. Press 5</b> for an outside line</li> <li><b>3. Outside local calls:</b> press <b>5</b> + Area Code + 7-digit phone number</li> <li><b>4. Outside long-distance calls:</b> <ul style="list-style-type: none"> <li>Credit cards: <b>press 5</b> + 1 + 800-225-5288</li> <li>Collect calls: <b>press 5</b> + 1 + 800-265-5328</li> </ul> </li> </ol>
<b>Your Valuables</b>	<p>When possible, please leave all jewelry, money, credit cards, laptop computers, music players and other valuables at home.</p> <p>If you choose, nursing staff will itemize any valuable that you cannot send home and call Security to secure them.</p> <p>When you are preparing to leave the hospital, our staff will contact Security to return your valuables. You can reach Security at <b>301-896-2500</b> or <b>2500</b> from any hospital phone.</p> <p>Please take all personal belongings with you when you leave the hospital.</p>



## Speak Up!

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

**Speak up** if you have questions or concerns.

**Pay attention** to the care you get.

**Educate** yourself about your illness.

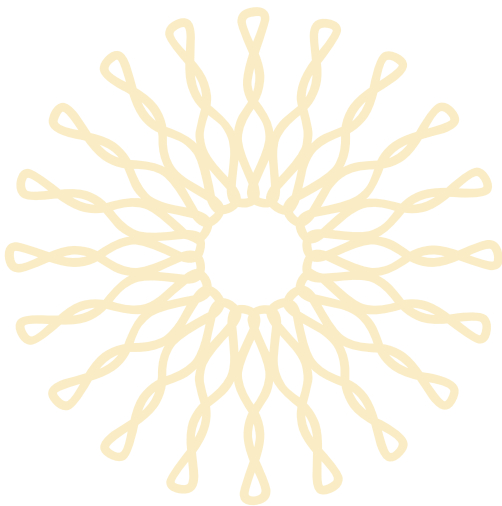
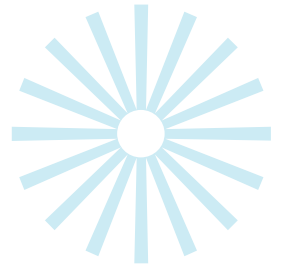
**Ask** a trusted family member or friend to be your advocate/Care Partner.

**Know** what medicines you take and why you take them.

**Use** a health care organization that has been carefully checked out.

**Participate** in all decisions about your treatment.

If you have any feedback or concerns about your care, please talk to your nurse, your doctor or ask to speak to the Unit Nurse Manager. You can also call our Patient Concern Line at **301-896-2000** or **2000** from any hospital phone to speak to a Nursing Supervisor.



**Speak Up is a collaborative effort to encourage patients to help us prevent medical errors in the delivery of your care.**

# Patient Rights and Responsibilities

## You or your designee have the right to:

### Respectful and Safe Care

- 1** Be given considerate, respectful and compassionate care.
- 2** Have a family member/friend and your doctor notified when you are admitted to the hospital.
- 3** Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual).
- 4** Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- 5** Be free from restraints and seclusion unless needed for safety.
- 6** Know the names and jobs of the people who care for you.
- 7** Know when students, residents or other trainees are involved in your care.
- 8** Have your culture and personal values, beliefs and wishes respected.
- 9** Have access to spiritual services.
- 10** Have conversations with the Ethics Service about issues related to your care.
- 11** Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language or ability to pay.
- 12** Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
- 13** Ask for an estimate of hospital charges before care is provided.

### Effective Communication and Participation in Your Care

- 14** Get information in a way you can understand. This includes sign language and foreign language interpreters and vision, speech and hearing aids provided free of charge.
- 15** Get information from your doctor/provider about:
  - your diagnosis
  - your test results
  - outcomes of care
  - unanticipated outcomes of care
- 16** Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
- 17** Involve your family in decisions about care.
- 18** Ask questions and get a timely response to your questions or requests.
- 19** Have your pain managed.
- 20** Refuse care.
- 21** Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
- 22** Ask for a chaperone to be with you during exams, tests or procedures.
- 23** Choose your support person and visitors and change your mind about who may visit.
- 24** Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

### End of Life Decisions

- 25** Create or change an advance directive (also known as a living will or durable power of attorney for health care).
- 26** Have your organ donation wishes known and honored, if possible.

### Informed Consent

- 27** Give permission (informed consent) before any non-emergency care is provided, including:
  - risks and benefits of your treatment
  - alternatives to that treatment
  - risks and benefits of those alternatives
- 28** Agree or refuse to be part of a research study without affecting your care.
- 29** Agree or refuse to allow pictures for purposes other than your care.

### Privacy and Confidentiality

- 30** Have privacy and confidential treatment and communication about your care.
- 31** Be given a copy of the HIPAA Notice of Privacy Practices.

### Complaints and Grievances

- 32** Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager.

- 33** You may also contact the Patient Concern Line at **301-896-2000**.

- 34** If your issue is not resolved to your satisfaction, other external groups you may contact include:

- **Hospital's Quality Improvement Organization (QIO) for insurance coverage decisions or to appeal a premature discharge:**

KEPRO

Organization for Beneficiary Family Centered Care (BFCC-QIO)

5201 West Kennedy Blvd., Suite 900

Tampa, FL 33069

1-844-455-8708

- **State Agency:**

Maryland Department of Health & Mental Hygiene

Office of Health Care Quality

Spring Grove Hospital Center, Bland Bryant Building

55 Wade Avenue

Catonsville, Maryland 21228

Toll free: 1-877-402-8218

- **Accreditation Agency:**

The Joint Commission Office of Quality and Patient Safety

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

patientsafetyreport@jointcommission.org

- **To address discrimination concerns, you may also file a civil rights complaint with the U.S. Department of Health and Human Services:**

Office for Civil Rights

200 Independence Ave., SW

Room 509F, HHH Building

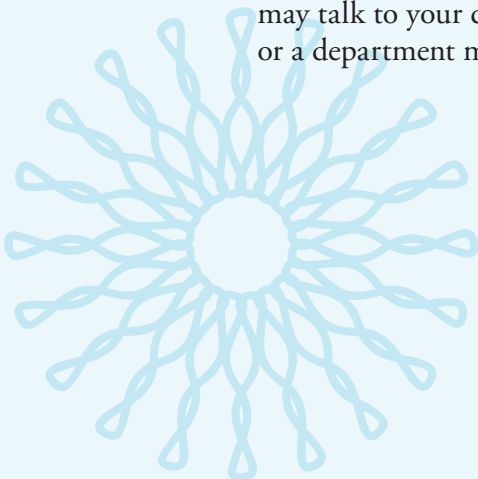
Washington, DC 20201

1-800-368-1019, 1-800-537-7697 (TDD)

OCRMail@hhs.gov

Complaint forms are available at:

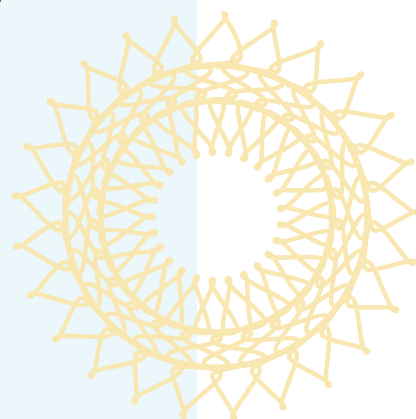
<http://www.hhs.gov/ocr/office/file/index.html>





## You have the responsibility to:

- 1 Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- 2 Call if you cannot keep your appointment.
- 3 Be respectful of your hospital team, from the doctors, nurses and technicians to the people who deliver your meals and the cleaning crews.
- 4 Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
- 5 Be in control of your behavior if feeling angry.
- 6 Give us a copy of your advance directive.
- 7 Ask questions if there is anything you do not understand.
- 8 Report unexpected changes in your health.
- 9 Follow hospital rules.
- 10 Take responsibility for the consequences of refusing care or not following instructions.
- 11 Leave valuables at home.
- 12 Keep all information about hospital staff or other patients private.
- 13 Do not take pictures, videos or recordings without permission from hospital staff.
- 14 Pay your bills or work with us to find funding to meet your financial obligations.

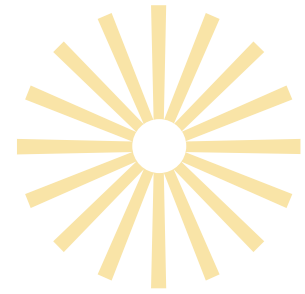


## Advance Directives

You have the right to make important decisions about your health care. If you lose the ability to make decisions for yourself, an advance directive, in the form of a living will and/or durable power of attorney for health care, can ensure that we honor your wishes. We will ask if you have an Advance Directive. If you want to have one, your nurse can give you a copy of the Maryland Advance Directive that comes with a guide about how to fill it out (<http://www.marylandattorneygeneral.gov/Pages/HealthPolicy/AdvanceDirectives.aspx>)









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

# Your Health & Safety

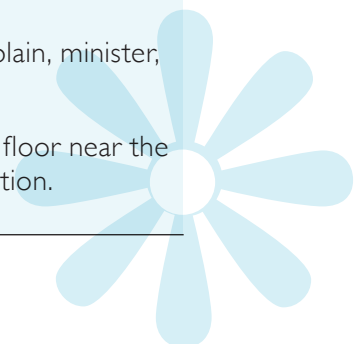


## Who is on my hospital health care team?

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

Health Care Team	Description
<p><b>You</b></p>	<p>YOU and your family/care partner are part of your hospital health care team. You can engage actively with your physicians and nurses about your health and your care. Working together, we can improve your time in the hospital and your health outcomes. If we can do anything to make you more comfortable, please tell your nurse, the nurse manager or call our Patient Concern Line at <b>2000</b> from any hospital phone to speak to a nursing supervisor.</p>
<p><b>Hospitalists</b></p>	<p>Hospitalists are specially trained practitioners who manage all aspects of your care during your hospital stay, including communicating with you, your family members, your primary care physician and any necessary specialists to provide coordinated patient care.</p>
<p><b>Intensivists</b></p>	<p>Physicians — board-certified in critical care medicine — manage your care if you are in our Intensive Care Unit (ICU). They coordinate patient care and work collaboratively with specialists, surgeons and your primary physicians.</p>
<p><b>Nurses and Other Staff Members</b></p>	<p>Registered nurses (RNs) and advanced-practice nurse practitioners (NPs) provide your care 24 hours a day. Patient care technicians and student nurses help with routine care. Nurse directors and assistant nurse managers provide supervision and coordinate care on each unit.</p> <div style="display: flex; flex-wrap: wrap; justify-content: space-around; text-align: center;"> <div style="margin: 5px;">   <b>Registered Nurses</b> </div> <div style="margin: 5px;">   <b>Operating Room Staff</b> </div> <div style="margin: 5px;">   <b>Patient Care Techs</b> </div> <div style="margin: 5px;">   <b>Radiology &amp; Cardiovascular Techs</b> </div> <div style="margin: 5px;">   <b>ED and Respiratory Techs</b> </div> <div style="margin: 5px;">   <b>Cardiac Rehab Exercise Physiologist</b> </div> <div style="margin: 5px;">   <b>Physical Medicine</b> </div> <div style="margin: 5px;">   <b>Infection Control</b> </div> </div>

Health Care Team	Description
<p><b>Care Coordination Team</b></p>	<p>Social workers and care managers help you and your hospital team create a discharge plan for your care after you leave the hospital. We start making this plan with you and your hospital team as soon as you are admitted or placed in observation.</p> <p>Plans may include assistance with the activities of daily living, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs.</p>
<p><b>Other Specialists</b></p>	<p>Respiratory therapists, physical, speech and occupational therapists, radiology technicians, and others may work with you.</p>
<p><b>Palliative Care Team</b></p>	<p>Palliative care is supportive care for patients with a serious illness. It may be provided at any stage. The goal is to relieve pain, other symptoms and stress, and provide the best quality of life for you and your family. It may be provided to help you recover from a serious illness or help manage a chronic condition. Unlike hospice care, palliative care is not only provided during the last months of life.</p> <p>Our multidisciplinary team will work closely with your primary care team to give you the additional support you need. The palliative care team works closely, when needed, with a chaplain, dietitian, and other support services. Talk to your physician or nurse for more information.</p>
<p><b>Spiritual Care and Chaplaincy Services</b></p>	<p>Our Department of Spiritual Care and Chaplaincy Services offers spiritual and emotional support to you, your family/care partner and hospital staff. We respect each person's faith and cultural traditions, and are available for all faith groups. The hospital chaplain is available weekdays. We offer on-call chaplains for evenings and weekends.</p> <p>Ask any staff member to arrange a visit from a chaplain, minister, priest, rabbi or other clergy.</p> <p>The Shapiro Meditation Room, located on the first floor near the main elevators, is always open for prayer and reflection.</p>



## **Will my personal physician be notified of my hospital stay?**

Be sure to tell your physician that you are in the hospital. An attempt will be made by your attending physician to contact your primary care physician in the community. Since contact is not always possible, please contact your physician directly.

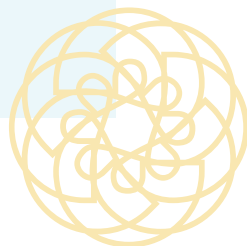
## **For your safety with medicine, please note:**

- Always ask about any medicine you do not recognize before you take it.
- Please do not bring medication from home. For your safety, you may not keep any medicine in your room.
- Your schedule for receiving medicine in the hospital may be different from the schedule you follow at home.
- If you have questions about your medicine, please ask your nurse.

## **Wearing an identification bracelet**

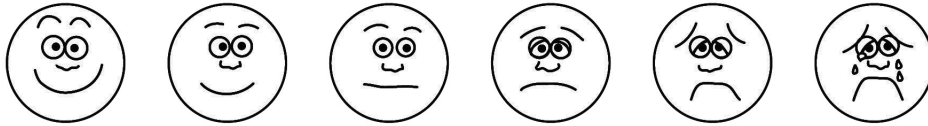
We give each patient an identification bracelet. You must wear this ID throughout your hospital stay. To prevent errors, our staff will ask your name and date of birth when giving medicine and blood transfusions, performing tests and treatments and taking blood samples. In addition, we scan your bracelet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

**Always ask about  
any medicine you do  
not recognize and its  
side effects before  
you take it.**



## What if I am in pain?

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



©1983 Wong-Baker FACES Pain Rating Scale

## How do we reduce the risk and prevent the spread of infection while you are in the hospital?

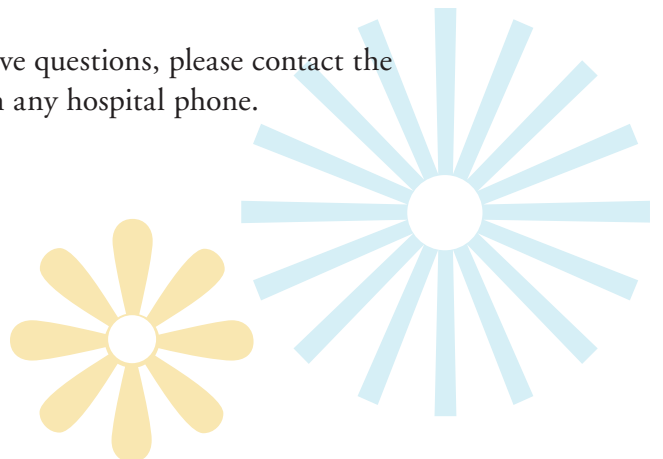
A number of steps are taken:

### Clean Hands Count!

- Keeping hands clean is the number one way to prevention and is everyone’s responsibility.
- Speak Up and ask everyone to clean their hands prior to coming in your room or providing any care.

### Being Placed into Isolation

- Staff sometimes need to place a patient in “isolation” to help prevent the spread of infection here in the hospital. If you are placed into isolation, a sign will be placed on your door with instructions, and a nurse or physician will be happy to answer any questions about the reason for the isolation.
- Everyone who enters your room may be required to put on gloves, gowns, and/or masks before coming into your room.
- Should you need any further information or have questions, please contact the infection prevention staff by dialing **4014** from any hospital phone.



## Preventing falls

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

- Understand your fall risk.
- Notify your nurse or patient care tech before you get up. Please do not get up without help.
- Before rising, sit on the edge of your bed for a few minutes.
- Get up slowly.
- Always wear your non-skid socks.
- Make sure that you have a clear path to your chair or the bathroom before getting up.

## Smoking free environment

It is the policy of Suburban Hospital to provide an environment free of tobacco use and exposure to second hand smoke including electronic cigarettes. Use of tobacco products and e-cigarettes is prohibited in buildings, on the property, in the surrounding residential neighborhood, in the parking garage, at the bus stop or in vehicles on Suburban property.

**For your personal safety, please do not leave your nursing unit without notifying your nurse.**

# Preparing for Discharge

## Understanding your After Visit Summary (AVS)

Your AVS contains information you need to know after you have been discharged. These may also be referred to as Discharge Instructions or Instructions for Home Care. Before you leave you will be given a paper AVS that includes your medicine instructions and your plan of care for after you leave. Your discharging nurse will go over this document with you before you leave so please review it carefully and ask any question as you discuss it with your nurse. It is also important that you take your AVS and any additional paperwork to your follow-up appointments with your doctors after you are discharged.

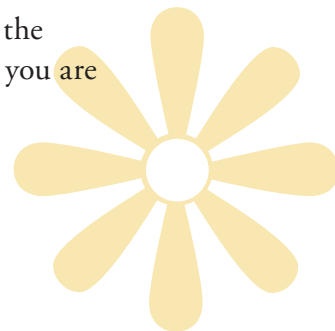
## What do I need to know about my medicine?

While you are in the hospital, your medicines may change. You can always ask a nurse for a list of the medicine you are taking in the hospital. This list may include medicines you will not take when you go home.

Before you leave the hospital, you will receive your AVS with a list of medicines you need to take and how to take it when you go home. Make sure you understand these instructions before you leave the hospital. Please review this list at your appointment with your own physician.

## Making follow-up appointments

To help you heal, you should make a follow-up appointment with your primary care physician or specialist for one week after you leave the hospital, unless otherwise directed. A staff member can assist you with making your appointment. Please try to make the appointment before you leave. After you leave the hospital, we will call to see how you are doing and to answer any questions about your care.



## Health and Wellness

Suburban offers a variety of health and wellness programs, such as nutrition, smoking cessation classes, senior exercise programs, support groups and monthly health seminars. We also have a free physician referral line. The hospital website offers a health information library, where you can read articles on medical conditions and treatments and access interactive videos and illustrations. To learn about health and wellness classes and/or to get a physician referral, please call **301-896-3939** or **3939** from inside the hospital. To learn more, please visit [suburbanhospital.org](http://suburbanhospital.org).

### We welcome your feedback!

- You may receive a patient experience survey in the mail with a postage-paid return envelope. We greatly appreciate your comments, so please take a few moments to complete the survey.
- Should you have concerns about your care, please talk to your nurse, your doctor or the unit nurse manager. You can also call our Patient Concern Line at **301-896-2000** to share your feedback. If you prefer, you may write to:

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

- If you would like to show your appreciation to a nurse or other staff member, you may write to:

Suburban Hospital  
Attn: LeighAnn Sidone, Vice President of Nursing  
8600 Old Georgetown Road  
Bethesda, Maryland 20814





# Your Medical Bill & Health Records

## How will my insurance work at Suburban?

Our financial counselors are committed to help your insurance billing work smoothly. Insurance questions? Please call **855-662-3017** weekdays during business hours.

## How will I be billed for my hospital stay?

### When you register,

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

### When you leave,

- We will file health insurance claims directly with your primary payer. If appropriate, we will also bill your secondary insurance payer. If you do not know which plan is primary, our financial counselors can help you.
- We will bill you directly for any outstanding co-payments and other balances that your insurance payer does not pay. If your insurance does not respond within 60 days of the claim, we will ask you to contact your insurance payer on our behalf. If your insurance does not respond, you are ultimately responsible for the hospital bill and will receive billing statements.
- As your insurance payer pays your claims, most payers will send you a letter explaining the amount paid and the portion for which you are responsible.
- If you need assistance or want an itemized bill, our patient account representatives will answer questions about our financial policy and will help you with questions about your bill or insurance claim. Please call Customer Service at **1-855-662-3017**.

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

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

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

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

## **Can I receive financial assistance?**

We provide quality care to all patients regardless of ability to pay. For eligible Maryland residents and others who cannot afford to pay for care, we offer financial assistance on a case-by-case basis. If you think you are eligible for financial assistance, please call **301-896-2245**, or visit [suburbanhospital.org](http://suburbanhospital.org). You can also ask for a copy of our Financial Assistance Information Sheet and Application at the Admitting and Registration Desk.

## What is MyChart?

Your Suburban hospital records are available anytime you want to see them in your online MyChart account at no charge. MyChart is a secure website that lets you access important information from your hospital record. It includes most test results, diagnoses and medications. When you leave the hospital, the last page of your After Visit Summary (AVS) has an activation code and other information to help you set up your account.

If your personal physician is affiliated with Johns Hopkins Medicine, you may have already set up your account. For more information, view the Frequently Asked Questions page at [mychart.hopkinsmedicine.org](https://mychart.hopkinsmedicine.org).

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

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

#### Mailing address:

Suburban Hospital  
Attn: Medical Records  
8600 Old Georgetown Road  
Bethesda, MD 20814

**Fax:** 301-896-7352

If you have any questions, please call Medical Records at **301-896-3777**.

