



A Patient's Guide

to Outpatient Services and Facilities

VCU Medical Center
Virginia Commonwealth University
Every Day, A New Discovery.®



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Welcome

to the VCU Medical Center.

We are honored that you have selected us for your health care needs. Every day, there's a new discovery at the medical center. Exciting medical advances are taking place as we provide our patients with the most progressive treatments and technology available.

The VCU Medical Center is proud to offer many excellent physicians, nurse practitioners and other allied health professionals who are among the most respected in their fields.

We are committed to providing exceptional and compassionate care. Our philosophy is simple: We strive each day to exceed your expectations. If there is something we can do to make your visit more pleasant, please let us know.

Your health is our highest priority.

■ Ambulatory Care

Ambulatory care — or outpatient — services at the VCU Medical Center consist of primary care and specialty programs at our MCV Campus downtown as well as convenient locations in surrounding communities. The mission of our ambulatory care program is to provide quality primary and specialty care to the region, participate in clinical research activities and provide support to the educational mission of the academic medical center. The ambulatory care programs include more than 70 clinics collectively providing services to more than 500,000 patient visits annually at the following locations:

- Ambulatory Care Center
- A. D. Williams Clinic
- Children’s Pavilion
- Gateway Building
- Hayes E. Willis Health Center
- Nelson Clinic
- Ophthalmology and Otolaryngology at Stony Point Surgery Center
- Plastic Surgery (offices south and west of Downtown Richmond)
- VCU Center for Sleep Medicine
- VCU Massey Cancer Center (MCV Campus, Stony Point and Hanover Medical Park locations)
- VCU Medical Center at Stony Point
- VCU Spine Center
- VCU Sports Medicine
- West Hospital

■ **VCU Medical Center at Stony Point**

Stony Point is an extension of the VCU Medical Center. Here, you can be assured of finding the same high caliber patient care, education and research that have earned the medical center recognition for excellence, innovation and achievement nationwide.

Under one roof, Stony Point offers a wide array of sophisticated outpatient care for all ages, from specialty physician services to new, diagnostic techniques, treatments, clinical trials and health education.

One of its core programs is the Women's Health Center, a one-stop model for delivering and advancing health care specific to women and part of the VCU Institute for Women's Health.

Stony Point also hosts a branch of the VCU Massey Cancer Center, including nationally known medical and surgical cancer specialists and state-of-the-art facilities for diagnostic testing, treatment and radiation therapy.

Quick, comfortable, convenient care

Stony Point offers a variety of specialty services, all in one convenient location. Every aspect of Stony Point's modern facility was designed around the needs and perspectives of patients and family members. Not only does our layout make the health care experience simple and convenient — it also enhances clinical efficiency and effectiveness.

Confidential, on-site medical records give physicians immediate access to everything they need to know about a patient's medical history. And if you should need surgery or hospitalization, your medical records are also electronically and confidentially linked to the MCV Campus for a seamless transition of care.

■ Your Health Care Team

Your Physicians

VCU Medical Center physicians are among the best in the world in their given field. They are routinely recognized in local and national publications and polls for their leadership, innovations and care. Our physicians are responsible for your examination, diagnosis and treatment. Your physician will discuss with you which tests and examinations may be necessary.

Other Health Care Team Members

During your visit with the physician, you may have contact with other members of the health care team. Team members may include nurses, nurse practitioners, physician's assistants, technologists, social workers and other specialists. In 2006, our nurses were recognized with a Magnet award — the highest honor in nursing. Only a little more than 200 institutions worldwide can claim Magnet status.

Since VCU Medical Center is also an academic training hospital, you may be seen by residents who are physicians receiving extra training and expertise.

No two patient visits are alike. The length of your visit will depend on the amount of time your physician requires to ask questions or examine you. We want to be sure to address all your medical needs. Additional time may be required if your physician wants to schedule a diagnostic procedure or laboratory test.

■ Getting the Most From Your Visit

- Prepare a list of your primary problems and concerns. This will help you remember details and help you focus your conversation with your health care provider.
- Arrive on time for your appointment.
- Bring all of your medication containers.

Prior to your appointment you may receive instructions about preparing for a test or procedure. Be sure to carefully read and follow the instructions so your tests can begin on schedule.

- Listen carefully to your physician and ask questions if you do not understand something.
- Before you leave, make sure you have a clear understanding of what your physician discussed during your visit.
- Follow the instructions provided by your physician.
- Wear casual clothing during your visit. A light sweater may help you feel more comfortable in some areas of the clinic. Wear comfortable shoes as well.
- Leave all jewelry at home. You may be asked to remove jewelry for certain procedures.
- Work with your physician to get the care you need.

Everyone involved with your medical care wants you to understand your illness and to know why tests and procedures are ordered. So, if you have any questions, please don't hesitate to ask. It's very important that you let your physicians know if you feel confused or if you do not understand.

Our Privacy Practices and Procedures

The VCU Medical Center is committed to protecting the privacy of your medical information. We are required by law to maintain the confidentiality of information that identifies you and the care you receive. We also require all of our employees to protect the confidentiality of your health information through written policies and procedures. Employees are also required to display identification badges at all times to make certain that unauthorized persons are not accessing areas where your health information is stored. If you have questions or concerns about our privacy practices, please call our Privacy Officer at (804) 828-0500.

Patient Confidentiality Statement

The VCU Medical Center will maintain the confidentiality of the patient record. Medical information will be released to support patient care, referrals, research, litigation, insurance, disability claims and other legitimate requests. Hospital records and/or the information therein will be released only to persons and/or agencies with a legitimate interest, after receipt of a valid authorization signed by the patient, legal guardian or next of kin, when applicable.

The use and dissemination of patient information shall be limited to the purpose for which access was granted. Those with access to patient information must be discrete in their use and sensitive to the unintentional dissemination of the information. Medical records may only be removed from the hospitals' jurisdiction and safekeeping in accordance with requirements for release of medical information, as established in the Virginia Code.

■ Speak Up

The VCU Medical Center is committed to safe patient care. We want to make sure that your experience here, as a patient or a visitor, is as pleasant and safe as possible. Therefore, we encourage you to “speak up” whenever you have a question and, particularly, when the patient is too young or unable to speak for him or herself.

Your team of health care professionals in our hospital and clinics has been trained to keep patients safe. Simple steps, like checking the patient’s name, date of birth and patient identification band, may take some extra time but help make sure the right patient receives the right care.

In the event your questions or concerns about safety are NOT addressed, call our Compliance Helpline at 1-800-620-1438.

■ Public Notice

Patients at the VCU Medical Center clinical sites are entitled to certain rights. We affirm our Patient Bill of Rights and Responsibilities, and all staff and patients are expected to support and respect these principles.

If you have questions about your rights, or you want to voice a concern about your rights, treatment, care or safety, we encourage you to first contact your doctor or nurse responsible for your care. The nurse manager on your patient care unit or clinic site may also be helpful.

If you need further assistance in resolving your concerns regarding the care you received, other VCU Medical Center resources are available to help you:

Patient/Guest Relations	(804) 628-0400
Clinical Administrator	(804) 628-0034
Ethics Committee	(804) 628-3844
Patient Safety Officer	(804) 828-0506
Corporate Compliance	(804) 828-0500
Compliance Helpline	1-800-620-1438
Risk Management	(804) 828-1707

If you continue to have concerns that you feel VCU Medical Center has not addressed, you may choose to directly contact the following agencies:

- Virginia Department of Health's Office of Licensure and Certification at 1-800-955-1819.
- Virginia's Department of Mental Health, Mental Retardation and Substance Abuse Services at 804-786-3921.
- The Joint Commission at 1-800-994-6610.

■ Patient Billing

Your insurance may require you to pay a co-payment or deposit at the time of your appointment. Please check your insurance card and be prepared to make that payment when you arrive.

What is a co-payment?

A co-payment is a specific amount of money due at the time services are rendered.

What is a clinic deposit?

If you are in a pending status or have not received financial screening, the physician or clinic you are visiting may require a partial payment at the time of your visit.

What happens if I fail to make a co-payment or deposit?

If you are not prepared to make a partial payment on the day of your appointment, a nurse will meet with you to determine if your visit is urgent. If not, your appointment may be rescheduled.

However, no one will be denied urgent care due to the inability to make a payment.

For patients with no insurance coverage, we encourage you to contact our financial counselors at (804) 828-0966 to determine if you might be eligible for assistance.

After receiving services at the VCU Medical Center, you may receive two billing statements:

- A bill from **MCV Hospitals** for charges related to rooms, materials, nursing care, radiology, laboratory and other related services.
- A bill from **MCV Physicians** for charges related to services provided by your physician, such as your office visit or interpreting test results.

Patient account representatives are available to assist you. They can be reached at:

- For **MCV Hospitals billing questions**, please call (804) 828-0088 or 1-800-638-1636 (toll free).
- For **MCV Physicians billing questions**, please call (804) 358-6100 or 1-800-638-1636 (toll free).

To view your account, receive your monthly statements via e-mail or to pay your bill online, visit mcpvonline.vcuhealth.org

MCV Physicians of the VCU Medical Center will assess a \$25 fee for all checks returned for insufficient funds. If you have any questions, contact the MCVP Billing Customer Service Unit at (804) 342-1391.

Financial Assistance

If you require financial assistance to pay for your care, you may undergo a financial counseling process to determine if your costs can be reduced. Financial counselors are available on the first floors of the Ambulatory Care Center and the Gateway Building at the following times:

- Monday – Friday, 8 a.m. to 5 p.m.
- Saturday, 8 a.m. to 12 p.m. (Gateway Building only)

Please bring the following information to your financial counseling session:

- If employed, your three most recent pay stubs;
- If unemployed, a notarized letter written by a friend stating you are unemployed with no income and how expenses are being met;
- Bank statements for any bank accounts you have;
- Proof of Social Security income, if any; and
- If others are living in your household, the same information is required for them when you apply for assistance.

Additional information may be requested by a financial counselor.

■ Guest Services and Resources

Pharmacy Services

Ambulatory Care Center Pharmacy (804-828-7730) is located on the ground floor of the center. This pharmacy is open from 9 a.m. to 5:30 p.m., Monday through Friday.

Dalton Oncology Clinic Pharmacy (804-828-9952) is located on the ground floor of North Hospital and is specifically designed for use by our oncology patients. This pharmacy is open from 9 a.m. to 5 p.m., Monday through Friday.

Hayes E. Willis Health Center Pharmacy (804-674-2310) is located at 4730 N. Southside Plaza (corner of Hull Street and Belt Boulevard). This pharmacy is open from 8:30 a.m. to 5 p.m., Monday through Friday.

The VCU Medical Center at Stony Point Pharmacy (804-327-3054) is in the VCU Massey Cancer Center wing at 9000 Stony Point Parkway (off Chippenham Parkway). This pharmacy is open from 8:30 a.m. to 5 p.m., Monday through Friday.

A.D. Williams Pharmacy (804-828-0756) is located at 1201 E. Marshall Street in the basement of the A.D. Williams Clinic. This pharmacy is open from 9 a.m. to 5:30 p.m., Monday through Friday.

Laboratory Services

Gateway Building (804-828-0446) is located on the first floor. Hours are 8 a.m. to 5:30 p.m., Monday through Friday.

Pediatric Clinic (804-828-6639) is located in the Children's Pavilion, room 1035. Hours are 9 a.m. to 5:15 p.m., Monday through Friday.

West End, Forest Office Park (804-662-9400) is located at 8001 Franklin Farms Drive, Suite 100. Hours are 8:30 a.m. to 5 p.m., Monday through Friday.

Southside, Midlothian Center (804-323-2964) is located at 105 Wadsworth Drive. Hours are 8:30 a.m. to 5 p.m., Monday through Friday.

The VCU Medical Center at Stony Point (804-560-8905) is located at 9000 Stony Point Parkway on the second floor. Hours are 8 a.m. to 5 p.m., Monday through Friday.

Communication and Language Access Service Resources

The following communication and language access service resources are available to those with special needs. Please notify your health care provider when you make your appointment if you or your family member has a communication or language barrier.

Language Interpreter: A two-handset telephone is available to assist limited English proficient patients and their families in communicating with staff and medical professionals. This service provides access for more than 150 languages. You may obtain this assistance by informing your health care provider at the location of your medical services.

Sign Language Interpreters: Interpreters are available to interpret between the patient and the health care providers with at least three (3) days advance notice. All interpreters are qualified through the National Association for the Deaf and state screening through the Virginia Department for the Deaf and Hard of Hearing.

Combination Text Telephone (TTY) and Amplified Phones: This concept allows people who are deaf, hard of hearing or cannot speak to make voice carry over and/or hearing carry over calls as well as relay calls.

Sign Language Cards: Cards with pictures and signs for basic, survival and/or medical needs are available for temporary use from the VCU Medical Center Communication Center, (804) 628-0951.

■ **Guest Services & Resources (continued)**

Speech Assistive Devices: Electro-larynx and/or other electronic communication devices for speech output, communication boards and other assistive devices, such as computer keyboards and electro-larynx (requires a consultation with a speech pathologist) are also available.

Hospital Hospitality House

Founded in 1984, the Hospital Hospitality House of Richmond has a legacy of providing lodging and non-medical services to family members and patients receiving treatment at the VCU Medical Center and six other local hospitals.

Located just five blocks from the VCU Medical Center's MCV Campus, the House is a not-for-profit organization and suggests guest donations of \$10 per person per day, although no one is turned away due to inability to pay. More information can be obtained through the Hospital Hospitality House desk located on the first floor of the Gateway building.

Cell Phone Usage

You may use your cell phone in any area of the VCU Medical Center unless otherwise indicated.

Telephones

Visitors are invited to use pay telephones located throughout the medical center.

Smoking Policy and Locations

Smoking is not allowed anywhere in the medical center and is also prohibited in and adjacent to all entrances. Smoking is restricted to designated outdoor smoking areas.

Security

Security staff is available at all times. Immediately report any questionable situation to your health care provider. A security escort service to any location on the MCV Campus is available by calling (804) 828-WALK. This service is provided free of charge at any time of the day. For any other security-related problems, call VCU Police at (804) 828-1196.

Food and Vending

Cafeteria – Main Hospital, First Floor

Monday – Friday, 6:30 to 10 a.m., 11 a.m. to 2 p.m.

(Full Service), 2 to 7 p.m. (Lite Fare)

Saturday and Sunday, 7 to 10 a.m., 11 a.m. to 2 p.m.

(Full Service), 2 to 7 p.m. (Lite Fare)

Subway – Main Hospital, First Floor

Every day, 11 a.m. to 10 p.m.

Chick-fil-A – Main Hospital, First Floor

Monday – Saturday, 6:30 to 9:30 a.m., 10 a.m. to 10 p.m.; Closed on Sunday

Alpine Bagel Co. – Gateway Building, Ground Floor

Monday – Thursday, 6:30 a.m. to 10 p.m.; Friday, 6:30 a.m. to 8 p.m.; Saturday, 8 a.m. to 3 p.m.; Closed on Sunday (*summer hours may vary*)

McDonald's – Gateway Building, Ground Floor

Monday – Friday, 6 a.m. to 10 p.m.; Saturday and Sunday, 7 a.m. to 10 p.m.

Espress Oasis Coffee – Main Hospital, First Floor

Monday – Friday, 6:30 a.m. to 6 p.m.; Saturday and Sunday, 7 a.m. to Noon

Three Bears Gift Shop – Critical Care Hospital, Concourse Level

Monday – Friday, 8:30 a.m. to 5:30 p.m.; Saturday, 11 a.m. to 5 p.m.; Sunday, 1 to 5 p.m.

■ Important Phone Numbers

Outpatient Scheduling Center

1-800-762-6161

Monday – Friday, 8:30 a.m. to 4:30 p.m.

Guest Services

(804) 628-0400

General Information

(804) 828-9000

VCU Medical Center at Stony Point

(804) 560-8900

MCV Hospitals Billing Office*

(804) 828-0088 or 1-800-638-1636 (toll free)

Monday – Friday, 9 a.m. to 4 p.m.

MCV Physicians Billing Office*

mcvponline.vcuhealth.org

(804) 358-6100 or 1-800-638-1636 (toll free)

Monday – Friday, 8:30 a.m. to 4:30 p.m.

Patient Parking Office

(804) 828-PARK

Office of the President, MCV Physicians

(804) 827-8400

24-Hour Compliance Helpline

1-800-620-1438

**Please refer to your current billing statement to determine the office to contact for questions.*





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