Patient Handbook

Make the most of our facilities and resources with this simple guide
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QUICK TIP

To call a patient admitted into a patient room:

**UVA Health Prince Wiliam Medical Center**
- Call 703.369.8000, press option 1, and enter the room number

**UVA Health Haymarket Medical Center**
- Call 571.284.four digit room number

**UVA Health Culpeper Medical Center**
- Call 540-829-4 and three-digit room number

For your health and wellness, we are a tobacco-free organization.

[www.novanthealthuva.org](http://www.novanthealthuva.org)
Welcome

Dear patient,

Welcome, and thank you for choosing our facility for your healthcare needs.

Whether you are being admitted to the hospital or you are here for an outpatient visit, this booklet contains information important to your current care and future health.

On July 1, 2021, UVA Health became the sole owner of our integrated network of physician clinics, outpatient services and medical centers in northern and Virginia. Prior to that, we were part of a joint operating company with Novant Health know as Novant Health UVA Health System.

We are excited about uniting the physicians, nurses, and caregivers our communities have known and trusted for years with the best medicine has to offer. Closer alignment with UVA Health - and its reputation for advanced specialty care, life-saving research and clinical trials - will allow us to better serve our patients.

We expect this ownership change will encourage more community members to experience the quality we’ve been recognized for by national organizations, including The Leapfrog Group, American Heart Association, The Joint Commission and the Centers for Disease Control and Prevention.

We also hope more people will get to experience this personalized care we’ve been recognized for by our current patients. Our team members and providers believe in caring for the whole person by getting to know you, having conversations and making connections that allow us to help you get and stay healthy.

Thank you for trusting us to care for you.

In health,

Erik Shannon
Interim Chief Executive Officer
UVA Community Health
Communication and Feedback

We are committed to maintaining open communication with patients and families. For your safety and well-being, we encourage you to take an active role in your care or the care of your family member.

If you have concerns related to care, treatment, services or patient safety issues, please immediately notify a member of your care team or contact a patient relations representative so that appropriate action can be taken. If you have general questions or would like to share feedback, you may contact us at:

• **UVA Culpeper Medical Center**: 1-888-253-0466
• **UVA Prince William Medical Center**: 1-888-253-0466
• **UVA Haymarket Medical Center**: 1-888-253-0466
• **Online** at uvahealth.com

Tell us how we can make your care remarkable

In the next few weeks, you may receive a survey in the mail asking for feedback on your visit today. We appreciate you taking the time to share what went well with your visit and where we can improve.

Our job is to listen and understand your needs as a patient. Then, we look for ways to improve care for you and your family.

We want to be world class in our delivery of care. We strive to make healthcare simpler and more convenient so you can focus on getting better and staying healthy.

We're listening; tell us how we can help.

Interpreter services

At UVA Health we want to communicate with you in your preferred language. We offer communication services at no charge including: American Sign Language (ASL) interpreters, telephone interpreters, video remote interpretation and face-to-face interpreters, as well as aid-essential equipment and tools.

Please immediately notify your care provider when you need an interpreter or if you have questions about our program or have special needs that are not being addressed with your care provider, please contact:

• **UVA Culpeper Medical Center - Office**: 1-888-253-0466
• **UVA Prince William Medical Center**: 1-888-253-0466
• **UVA Haymarket Medical Center**: 1-888-253-0466
Questions to Ask Your Care Team

Your care team is here to help answer questions. Write down your questions as you think of them, so you’ll be ready to ask your care team.

We’ll get you started with questions from our Ask Me 3™ program. When using Ask Me 3™, you are encouraged to ask three simple (yet, essential) questions whenever you have a conversation with your healthcare provider:

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**Three questions to always ask**

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

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By asking these three questions, discussing them with your care team and understanding the answers, you can take action to manage your health and make informed decisions. We encourage you to use Ask Me 3™ with all of your healthcare providers (including your pharmacist). Ask Me 3™ makes taking care of your health simple and clear.

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**Ask questions when:**

- You see your doctor, nurse, or pharmacist.
- You prepare for a medical test or procedure.
- You get your medicine.

**What if I ask and still don’t understand?**

- Let your doctor, nurse, or pharmacist know if you still don’t understand what you need to do.
- You might say, “This is new to me. Will you please explain that to me one more time?”

**Who needs to use Ask Me 3™?**

Everyone wants help with health information. You are not alone if you find things confusing at times. Asking questions helps you understand how to get better and stay healthy.
UVA Health Patient Bill of Rights

What are your rights?

UVA Health provides primary health services to any individual seeking care and does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of inability to pay; whether payment for those services would be made under Medicare, Medicaid, or CHIP; the individual’s race; color; sex; national origin; physical or mental disability; including pregnancy, childbirth or related medical conditions; genetic information; religion; culture; language; age; sexual orientation; marital status, gender identity or expression; socioeconomic status; or source of payment in admission to, participation in, or receipt of the services and benefits of any of its programs and activities, whether carried out by UVA Community Health facility or another provider or other entity with whom UVA Community Health arranges to carry out its programs and activities.

You have the following rights. If someone is helping you make healthcare decisions, he or she may exercise these rights for you.

Quality of care - you have the right to:

• Quality care by skilled healthcare team and staff.
• Be treated for your pain.
• Treatment that is as comfortable as possible.
• Emergency procedures without unnecessary delays.
• Help decide the details of your plan of care.
• Ask for a second opinion, at your expense.

Safety – you have the right to:

• Safe care.
• Know when something goes wrong with your care.
• Have a family member or friend, as well as your doctor, notified promptly of your admission to the hospital. (If you would like to decline automatic notification to your physician of your admission, please let your care team know and we will gladly accommodate your request.)
• Be free from all forms of abuse and neglect.
• Be free from the use of restraints unless needed for safety.
Voice and choice – you have the right to:

- Get information in a manner you understand.
- Make informed decisions about your care.
- Refuse care.
- Make advance directives and have your medical wishes followed.
- Contact a person or agency to protect your rights.
- Have a support person with you for emotional support.
- Agree or refuse to allow pictures for purposes other than your care. Religious and other spiritual services that you choose.
- Complain without fear and have your complaints reviewed.
- Privacy and access to medical information as described in UVA Community Health’s Notice of Privacy Practices.

Affordability - you have the right to:

- A detailed bill and an explanation of that bill.
- Information about resources to help pay for your healthcare. Authentic personalized relationships – you have the right to:
- Know the names and jobs of the people who care for you.
- Be treated with respect and dignity.
- Treatment without discrimination.
- Respect for your culture, values, beliefs and preferences.
- Visitors of your choice. We will inform you of any restrictions.
- Personal privacy.

Easy for me – you have the right to:

- Sleep in the hospital without being awakened unless necessary.
- Know about rules that apply to your actions.
- Help in discharge planning from the hospital.

What is your role in your healthcare?

- Be an active partner in your healthcare.
- Ask questions.
- Keep appointments.
- Be respectful to other people and their property.
- Follow the facility’s rules.
- Follow your care instructions.
- Share as much health information with us as possible.
- Tell us about changes in your condition.
- Tell us when you are in pain.
- Give us a copy of your advance directive(s).
- Pay for your care.
- Leave your valuables at home.
- Please let us know if you have hearing aids, dentures, prosthetics or other items that you cannot leave at home.
Spiritual care for you and your loved ones

UVA Health knows that your spiritual and emotional well-being impact your physical healing. You are not alone in your journey to good health. Our chaplains are available to support you, your family members, and friends 24 hours a day, seven days a week. You will also find an interfaith chapel in every hospital for special services and individual prayer, meditation and reflection.

Our compassionate team is here to support you regardless of your religion – even if you have no religion. You can count on us to provide support with your medical decisions, help completing advance directives, spiritual guidance, or simply someone to listen to you. To reach a chaplain, speak to your nurse or dial ‘0’ from any hospital phone and ask the operator to connect you to the chaplain on call.

Consider requesting a chaplain if:

- You are asking important questions like “Why has this happened?”
- You would like prayer, a sacrament/ritual, or to be visited by a member of your faith tradition.
- You are concerned that treatment options do not match your goals.

Your Rights Regarding Designated Support Persons

As a patient who prior to admission to our medical facility, had a physical, sensory, mental, or emotional impairment that substantially limits one or more activities of daily living or has a record of such impairment may designate more than one designated support person to accompany you at different times throughout your stay if your stay lasts more than 24 hours. Your designated support person is not considered a visitor and are not subject to any restrictions on visitation adopted by our medical care facility. However, designated support persons may be required to comply with various requirements adopted to protect the health and safety of patients, the designated support person, staff, and visitors. Also, the designated support person may not be able to enter into specific areas of the facility, such as an operating room, and movement around the premises may be limited where necessary to protect health and safety. If you have questions about the specific requirements that apply to designated support persons, please ask your care team.
Stay in control of your healthcare – no matter what.

At UVA Health, we want to honor your healthcare choices. There may be times when you cannot make medical decisions or tell us what you want. No one knows what the future holds. Even if you are in good health, there are many reasons why you might become unable to make your own medical decisions. Here are some examples that could happen to anyone:

- Surgery with anesthesia
- Serious injury such as concussion or car accident
- Loss of consciousness due to stroke or other medical condition

What is a healthcare Champion?

Your healthcare Champion is the person you trust to speak for you if you are ever unable to make your own medical decisions. Choosing a healthcare Champion is an important step to make sure that you stay in control of your healthcare – no matter what.

Choosing your healthcare Champion

UVA Health has team members who can help you decide who to choose as your healthcare Champion and how to start conversations with your care team and loved ones. We can also help you decide if you need to take the next step of completing a Healthcare Power of Attorney. We can answer your questions and provide the right forms. Although helping you complete advance directives is a free service, keep in mind that conversations with your medical team are billed just like any other important part of your care.

We will follow and respect your wishes about medical care.

- We will honor your right to agree to or refuse medical or surgical treatment, including end-of-life wishes expressed through portable do not resuscitate (DNR) orders and order for the physician order scope of treatment (POST).
- We can help you make treatment decisions and make those wishes known.
- There may be times when you cannot make decisions or tell us your wishes. If this happens, and you do not have an advance directive, we will follow the law regarding who may make medical decisions for you.
What is an advance directive?
An advance directive is a legal document that allows you to name someone to make medical decisions for you and/or state your wishes for medical treatment if you are ever unable to speak for yourself. In Virginia, your advance directive must be signed in the presence of two witnesses. Most states will honor an advance directive completed in another state, but if you spend a lot of time out-of-state, you may want to complete an advance directive using the form of the state you frequently visit. You can change your advance directive at any time.

Someone to speak for you - We encourage every patient to choose a healthcare Champion – someone you trust to speak for you if you are ever unable to make your own medical decisions. Sometimes the person you choose as your healthcare Champion is not always your legally authorized decision maker under state law. You can make sure that your healthcare Champion is your legally authorized decision maker by naming him or her as your healthcare agent in a legal document called a Healthcare Power of Attorney. A Healthcare Power of Attorney is one type of advance directive.

Making your wishes known - A Living Will is a type of advance directive that states your wishes about treatments you would or would not want at the end of your life. These include breathing machines and feeding tubes. You can also use a Healthcare Power of Attorney to tell your Healthcare agent about your treatment wishes and any religious beliefs that may affect your care.

Mental health treatment - An Advance Instruction for Mental Health Treatment is a type of advance directive that allows you to state the kind of mental health treatment you want to receive if you are ever unable to make mental health decisions for yourself. It can be useful for people who have experienced a mental health crisis in the past. You can also state these wishes in a Healthcare Power of Attorney.
Organ donation – If you decide you would like to donate your organs, eyes, and/or tissue after death, you can include this wish in an advance directive and/or register at the Virginia Department of Motor Vehicles or:

• **UVA Culpeper Medical Center**  
  LifeNet Health at 888-847-7831 or www.lifenethealth.org

• **UVA Haymarket Medical Center**  
  Washington Regional Transplant Community at 866-Be-A-Donor; 1-866-232-3666; 1-703-642-0100 or at contactwrtc@wrtc.org; www.beadonor.org

• **UVA Prince William Medical Center**  
  Washington Regional Transplant Community at 866-Be-A-Donor; 1-866-232-3666; 1-703-642-0100 or at contactwrtc@wrtc.org; www.beadonor.org

Make sure your wishes are known

If you have an advance directive, please give us a copy for your medical record. You also should give and to your loved ones. If you do not have an advance directive and would like to complete one, please let us know. Our team has all the forms you need and can answer your questions at no cost to you.

Make sure your wishes are honored

At UVA Health, we want to make sure your wishes are known and honored so that you get the care that you want — no more, no less. From tips to talking to loved ones about your preferences for medical care to helping you find the advance directive form that fits your needs, we’re here to help every step of the way.

For advance care planning assistance:

**UVA Culpeper Medical Center:**  
540-829-4333

**UVA Prince William Medical Center:**  
703-369-8363 (Option 1, Case Management)

**UVA Haymarket Medical Center:**  
703-369-8363 (Option 1, Case Management)
Creating a Remarkable Experience

Protecting Your Safety

UVA Health is committed to providing a remarkable patient experience. This includes having a safe environment for our patients, visitors and team members. Our Public Safety Department is here to help you with any safety concerns. Please let your caregiver know if you need to speak with Public Safety during your stay. Our health system supports a violence-free workplace. We believe everyone, including our team members, should be treated with respect.

Also, the following items are NOT allowed on UVA Health property.

• **Alcoholic beverages**

• **Drugs**

• **Weapons (knives, guns, tasers, pepper spray):** If you have a firearm (gun), call our Public Safety officers immediately and they will store your firearm while you are in the hospital.

• **Valuables:** UVA Health recommends not keeping any personal valuables with you. You will be asked about your items as part of the admission process. Sending these items home or securing them with our team ensures they are not misplaced or lost when receiving treatment. Please ask about a safe deposit box if you are not able to send your items home. UVA Health is not responsible for lost or stolen items.

Managing Your Care

Ask questions and make sure you get the answers you need.

Make sure everyone involved in your care has your important health information such as allergies and other medical problems.

If you have a surgery or procedure that could be done on the left or right side, you and the person performing the procedure or surgery will **mark the correct site.**

**Call your nurse if any of your medical equipment alarms.** Do not adjust any medical equipment.

Please call your nurse for assistance when:

- You are **getting out of bed for the first time.**
- You have questions about a **new medication.**
Be sure you know the following before you leave the hospital:
- All follow-up appointments
- Tests that need to be completed
- What medications you should start taking
- What medications you should stop taking
- How active you can be
- How to care for your condition

Make sure you get and understand the results of any tests or procedures. Ask if you have not heard the results.

Preventing infections
The number one method for preventing infection is hand washing. All members of your healthcare team and visitors should wash their hands before any contact with you. All patients have the right to ask ANYONE if they have washed their hands.

Visitors should observe any notice posted on a patient’s door. If there are any questions regarding these notices, please ask a healthcare professional prior to entering a patient’s room. There may be a need for isolation due to a virus, bacterium or other issue. Therefore, protective gear may be necessary before contact with a patient.

Fall prevention
Falls may happen in the hospital. Our care providers are here to help you with a safe and speedy recovery. By following these safety rules, you can help reduce your risk of falling and may prevent unnecessary injury. Please talk to any member of the nursing staff if you have questions or concerns about our fall prevention guidelines.

Falls may occur in the hospital because:
- **You may be dizzy from medicines** like antidepressants, anti-seizure medicine, sleeping pills, laxatives, pain medicine, blood pressure or fluid pills.
- **You may be weak and unsteady** due to tests your doctor has ordered, being without food, enemas or simply from your illness. You also may be weaker than normal due to inactivity.
- **The hospital may seem strange to you,** especially when you wake up at night.
- **You may need to make frequent trips to the bathroom** because you have trouble controlling your bowels and bladder temporarily while hospitalized.
Safety guidelines for preventing falls:

- Always **follow your doctor’s orders** and the nurses’ instructions as to whether you need to ask for assistance in getting up to go to the bathroom. Your healthcare team may recognize you as a person at high risk for falls. Our team will assist you whenever you are out of bed and will remain with you to prevent harm.

- Please **wait for help** before getting up to go to the bathroom. Let your healthcare team know you need help by **using your call bell**. The call bell is found by your bed or in the bathroom. Remain lying down or seated while waiting.

Please be sure to **bring your glasses** to the hospital. Be aware that visual changes that occur with aging can increase your risk of falls. Clean glasses and good lighting are very important for older individuals.

Ask the nursing staff to **leave a small light on** in your room at night if needed.

Avoiding falls at home

Falls can have serious results for older adults. For seniors, falls in and around the home are the most common occurring accident. Measures can be taken to reduce the risk of falls. There are two common causes of falls in and around the home:

- **Health- and age-related changes** such as side effects from medicine include slow reflexes, poor eyesight and problems with balance.

- **Hazardous situations in the home.**
  Two of the most common locations of falls are on the steps and on the path to the bathroom, so make sure to “fall proof” these areas. Some common hazards in the home include:

  - Clutter where you walk
  - Electrical cords
  - Furniture or other sharp-edged items in pathways through your house
  - Poor lighting
  - Raised doorway thresholds
  - Slippery floors
  - Steps and stairways
  - Throw rugs
Pain Management

What is pain?

• Suffering or distress that tells us something is wrong. It may be a result of an injury, a procedure/treatment or surgery.
• Persistent pain lasts more than three months and may be difficult to control.

Some different ways to measure pain:

• A number scale
• Words that describe pain like mild, moderate, severe or excruciating
• Pictures that communicate pain

Use a tool that works best for you.

[Diagram of pain rating scale]

What do I need to do?

It is important that you take an active part in the plan to control your pain. Developing a plan includes:

1. Communicating with your healthcare team when you are having pain. Based on your needs, we will find and instruct on a tool that is right for YOU.

2. Working with your healthcare team to establish a comfortable/tolerable level of pain so you can participate in your care.
   • There will be activities that will assist in your recovery for going home. At times, these activities will increase your pain.
   • You will be asked to measure your pain before and after treatments, medications and procedures. We want to assure that the interventions used to manage/control your pain are effective.
   • Establishing realistic goals is part of the pain plan of care.

3. Staying ahead of your pain. Talk with your healthcare team about pain medications that you will be on while in the hospital. For questions about these medications, scheduling of medications and managing side effects, ask your doctor or nurse.

4. Use strategies to help with pain management. Please ask your nurse if you would like more information about the following commonly used strategies:
   • Distraction
   • Position changes
   • Cold and heat therapy
   • Deep breathing
   • Relaxation techniques

Why is this important?

Pain management is an important part of your care. Controlling pain can help you get well faster, achieve comfort and get you on the road to recovery.
Medication Safety

Medication reconciliation

We will need to see a list of all of your medications while you are at the hospital. Please provide this information as soon as you can. This includes all of your vitamins, supplements, herbals and prescription medications.

It is possible that the medicines you take may change during your hospital stay. It is important that you understand the following:

• What medicines to begin taking
• What medicines to stop taking
• Any changes in medicines you currently take

When you are discharged from the hospital, you will be given a list of your current medications. If you are placed on a new medication, please make sure you have your prescriptions before you leave the hospital.

What do I need to know about my medications?

During and after your hospital stay, you should know the following about each medication you receive:

• What is the name of the medication?
• Why do I need to take it?
• How will this medicine help me?

You may receive more detailed information for high-risk medications or new medications that will be continued when you leave the hospital.

Drug interactions

Your healthcare team will make sure you receive medication education that matches your needs. Please let us know if you have any questions or concerns about the medications you take.
Food and Drug Interactions

Your medicines and food

Medicines not only interact with each other; they also may interact with our diets. Sometimes a medicine may keep a nutrient from getting absorbed by the body. Other times, our diet may affect how the drug works. Because of this, you may need to change dietary habits or avoid certain foods while taking a particular medication. Your doctor will prescribe a diet for you that complements your medical care. A menu is provided in each patient’s room from which to make your selections. If you would like information about your diet, your caregivers may request services from our registered dietitian. Family and friends are encouraged to use the cafeterias, however patients’ diet restrictions limit food selections to room menus.

If you have any questions, you may ask your doctor, nurse or pharmacist.
Discharge

Case management services

The case management team includes nurse case managers and social workers who work closely with your doctors, nurses, and other healthcare professionals to assist you as you prepare to leave the hospital. Our goal is to enable you to return home, and to do that, the case management team will help you access appropriate resources which may support your return to home safely. These resources may include home medical equipment, personal care, and home health care services. Please discuss with your care team as you may be able to help us identify any needed support at home. If warranted, case managers can also help connect you with assisted living, short-term rehabilitation, and skilled nursing facility care. Our goal remains to get you home as quickly and safely as possible but occasionally, another level of care is needed before the return to home. If you would like assistance from the case management team or have questions, you may request case management services through your doctor or nurse.

Requests for medical records

Patients wanting a copy of their medical records need to contact the medical records department or submit a request electronically:

- **UVA Culpeper Medical Center** – MyHealthConnection
- **UVA Haymarket Medical Center** – MyChart
- **UVA Prince William Medical Center** – MyChart

A request form to release information must be completed. It also must be signed by the patient or by the patient’s legal decision-maker. Any exceptions will be explained by employees working in our medical records department. The form may be mailed, faxed or picked up in the medical records department. The patient or family may be charged for copies of the medical record. *Please refer to pages 24-25 for more information on requesting your medical record through MyChart or MyHealthConnection.*
Questions About Your Hospital Bill

The bills you receive after a healthcare experience can be confusing. Many providers participate in your care and will send separate bills. This will include separate bills from the hospital, your doctor and any other providers who were involved in your care.

How your hospital bill will be processed:

- **Health insurance plans:**
  In most cases, UVA Health will bill your health insurance companies directly, including Medicare, Medicaid, Tricare, and private insurance companies. If we haven’t heard from your insurer after 30-45 days, we ask for your help in contacting them. Amounts that are denied, rejected or unpaid may become your responsibility, depending on your plan type and benefits.

- **Forms of payment:** For your convenience UVA Health, accepts most forms of payment including cash, checks, Visa, MasterCard, Discover and American Express.

Financial assistance to help with your bills

UVA Health will provide financial assistance for patients who receive medically necessary services and meet the eligibility requirements under the policy. If eligible for financial assistance, patients will receive discounted or free care. The financial assistance program does not cover elective services.

If you have questions about a UVA Health Bill:

**UVA Culpeper Medical Center:**
540-643-9128

**UVA Haymarket Medical Center:**
703-369-8020 or email NHCSCC@novanthealth.org

**UVA Prince William Medical Center:**
703-369-8020 or email NHCSCC@novanthealth.org

If you have questions about a bill from a doctor or provider who is not part of UVA Health please call the telephone number listed on the bill.
Financial Assistance

How do I apply?

Applications are available in English and Spanish. A copy of the financial assistance policy and an application may be obtained by:

• Visiting the UVA Community Health website: uvahealth.com
• Calling any UVA Community Health medical center financial counselor at the numbers listed on the next page.
• Requesting a free brochure be mailed to you by calling any UVA Community Health medical center financial counselor.
• Visiting the financial counseling office at any UVA Community Health hospital.

Am I eligible?

In order to qualify for financial assistance, all of the following conditions must be met:

• The patient must be uninsured or, in certain circumstances, have limited insurance coverage.
• The patient must be unable to access other programs that would cover medical expenses.
• At UVA Prince William Medical Center and UVA Haymarket Medical Center, the patient’s annual family income must be no more than 300 percent of the current year federal poverty guidelines.
• At UVA Culpeper Medical Center, the patient’s annual family income must be no more than 400 percent of the current year federal poverty guidelines.
• The patient must not have substantial cash assets.
• The patient must not have declined health insurance through an employer.
• The patient must not be ineligible for government-sponsored coverage because of noncompliance with requirements.
• The service must be considered medically necessary (generally defined as urgent or emergent).
• The patient must live in the service area.
• The application and supporting documentation must be submitted to the hospital business office or financial counseling office.
How will I know if I have been approved?

Once all requested documents are received, the application will be reviewed. An approval or denial letter will be mailed to each applicant. At UVA Prince William Medical Center and UVA Haymarket Medical Center, the financial assistance application and documentation must be updated every six months, or when the patient’s income or other key circumstances change. Each visit within the six-month period will be reviewed for potential access to other programs. At UVA Culpeper Medical Center, the documentation must be updated annually.

Exclusions: This policy only applies to services rendered at a UVA Community Health facility by a Community Health provider. It may not apply to services rendered by any independent physicians or practitioners that are not employed by UVA Community Health. This includes services such as anesthesiologists, radiologists, pathologists, and others. No individual who is eligible for financial assistance will be charged more than amounts generally billed for emergency or other medically necessary care to individuals who have insurance covering such care.

To speak with a financial counselor, please call:

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<tr>
<th>UVA Prince William Medical Center</th>
<th>703-369-8020</th>
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<td>8700 Sudley Road, Manassas, VA 20110</td>
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<th>UVA Haymarket Medical Center</th>
<th>703-369-8020</th>
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<td>15225 Heathcote Blvd., Haymarket, VA 20169</td>
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<th>UVA Culpeper Medical Center</th>
<th>540-829-4320</th>
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<tr>
<td>501 Sunset Lane, Culpeper, VA 22701</td>
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Help With Making Complex Medical Decisions

Medical decisions can be complex. Sometimes you will need to meet with different kinds of doctors. You may need to choose from several treatment options with different benefits and burdens. You may also have family members or loved ones with differing opinions about what treatments are best for you. We want to support you making decision that are based on your values, beliefs and informed preferences.

Here are some examples of complex decisions you may need to make for yourself or on behalf of a loved one:

• Should this treatment be started; what are the benefits and burdens?
• Should this treatment be stopped; is it causing more suffering than help?
• Who may speak for a patient who cannot speak for him/herself?
• How do I make sure others respect my values and beliefs?

How to get help at no cost to you

When faced with such difficult decisions, you may want to ask for help from a neutral third party to sort through your options. UVA Health through “Shared Decision Making” consultants (UVA Prince William Medical Center and UVA Haymarket Medical Center) and “Ethics Consultants” (UVA Culpeper Medical Center). These are UVA Community Health employees who are not directly involved in your care. They can come from many professions (e.g., physicians, nurses, counselors, social workers), but all have specialized training in ethical decision making and mediation. Their role is to help you, your medical team, and your family and loved ones find common ground about the best course of treatment.

To request this service, ask your nurse or any healthcare team member for guidance.
Electronically Connecting to Your Health Information

MyChart and MyHealth Connection — our online patient experience

Your health is important to you around the clock — not just during office hours. That’s why UVA Health offers access to your record through MyChart (for UVA Prince William Medical Center and UVA Haymarket Medical Center patients) and MyHealthConnection (for UVA Culpeper Medical Center patients), empowering you to connect to your health — at home, on the road or at work. Simple and convenient, MyChart and MyHealthConnection are free online tools that allow you to remotely and securely:

- **Review personalized health information** – Instantly access your medications, immunizations, allergies and medical history.

- **Access your family’s records** – Link your family’s accounts to yours for convenient access to appointments, immunization records, growth charts and more.

- **Email and send photos to your care team** – Communicating with your provider’s office is as easy as sending an email but with built-in protections for your sensitive information.*

- **Request prescription renewals** – Refill medications with a few simple clicks.*

- **Manage your appointments online** – Schedule or cancel a clinic visit and view details of your past and upcoming appointments online.*

- **Track your health** – Sync data from personal fitness devices.*

- **View laboratory test results** – MyHealthConnection and MyChart allow you to receive test results online — no waiting for a phone call or letter.

- **Learn about your health** – Review reliable information on health education topics and instructions provided by your provider.*

- **eCheck-In** – Verify your demographics, medical history and insurance information before coming in for your appointment.

- **Pay your UVA Community Health bills** – Securely pay your medical bills online.

*Available on MyChart only
**Access MyChart or MyHealthConnection from a mobile device**

Install the MyChart or MyHealthConnection app on your iPhone or Android mobile device! Search for “MyChart” or “MyHealth” in the App Store or Market on your mobile device. Don’t forget to select “UVA Community Health” before logging in!

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**Requesting medical records**

MyHealthConnection and MyChart makes it easy to conveniently share your health information with anyone, including your family and your healthcare provider. MyHealthConnection and MyChart make it easy to view all of your healthcare information with just a few clicks. Through MyHealthConnection and MyChart, you will be able to:

- Request an electronic version of your medical record
- Download an after-visit summary (AVS) from a specific appointment

**MyChart and MyHealthConnection - shared access**

With MyChart and MyHealthConnection shared access, parents, guardians or other designated caregivers are able to view important health information for a family member, friend or another individual. The person being granted shared access is able to log into his or her own MyChart and MyHealthConnection account and easily view both personal information and information for the other individual.

There are two types of shared MyChart and MyHealthConnection access — adult-to-child and adult-to-adult.
**Adult-to-child**

**Children 11-years-old and under**

- Parents or legal guardians have full access to a child’s MyChart and MyHealthConnection account from birth to age 11
- Child has no access

**Children 12 to 15 years old**

- In appropriate situations, children 12 to 15 years old can be given their own MyChart and MyHealthConnection activation code at the discretion of the provider
- Limited access for the parent and full access for the child
- Parents are able to make or request appointments, see or edit the child’s administrative information (e.g., email, address and insurance), and review or print their immunization records. Both the parent and the child have the ability to send a private message to the child’s provider via MyChart and MyHealthConnection.

**Teenagers age 16 to 17**

- Parents and legal guardians have no access and cannot be granted shared access
- Teenager has same access as an adult

**Adult-to-adult**

Adults (e.g., legal guardian, caregiver or next-of-kin) can be granted access to another adult’s MyChart or MyHealthConnection account by signing the Authorization to Disclose PHI in MyChart and MyHealthConnection to Proxies form. The adult is not required to be a family member or a patient of UVA Health to be granted shared MyChart and MyHealthConnection access to a Novant Health UVA Health patient’s MyChart and MyHealthConnection account.

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**Signing up for MyChart and MyHealthConnection**

**UVA Culpeper Medical Center**
540-829-8848

**UVA Haymarket Medical Center**
Customer Service Line
703-369-8300 (MyChart Support, Option 1)

**UVA Prince William Medical Center**
Customer Service Line
703-369-8300 (MyChart Support, Option 1)
Speak up...
- If you don’t understand something or if something doesn’t seem right.
- If you speak another language and would like a translator.
- If you need medical forms explained.
- If you think you’re being confused with another patient.
- If you don’t recognize a medicine or think you’re about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you’ve had to medicines.

Pay attention ...
- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don’t be afraid to remind doctors and nurses to wash their hands.

Educate yourself ...
- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.

Advocates (family members and friends) can help...
- Give advice and support — but they should respect your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.

Know about your new medicine ...
- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can’t read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what’s in it and that it is for you.
- Ask how long it will take the IV to run out.

Use a quality health care organization that ...
- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.

Participate in all decisions about your care...
- Discuss each step of your care with your doctor.
- Don’t be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your health care team.

The goal of Speak Up™ is to help patients and their advocates become active in their care. Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

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Your Rights and Protections Against Surprise Medical Bills

When you get emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from balance billing. In these cases, you shouldn’t be charged more than your plan’s copayments, coinsurance, and/or deductible.

What is “balance billing” (sometimes called “surprise billing”)?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, like a copayment, coinsurance, or deductible. You may have additional costs or have to pay the entire bill if you see a provider or visit a health care facility that isn’t in your health plan’s network.

“As out-of-network” means providers and facilities that haven’t signed a contract with your health plan to provide services. Out-of-network providers may be allowed to bill you for the difference between what your plan pays and the full amount charged for a service. This is called “balance billing.” This amount is likely more than in-network costs for the same service and might not count toward your plan’s deductible or annual out-of-pocket limit.

“Surprise billing” is an unexpected balance bill. This can happen when you can’t control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. Surprise medical bills could cost thousands of dollars depending on the procedure or service.

You’re protected from balance billing for:

Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most they can bill you is your plan’s in-network cost-sharing amount (such as copayments, coinsurance, and deductibles. You can’t be balance billed for these emergency services. This includes services you may get after you’re in stable condition, unless you give written consent and give up your protections not to be balanced billed for these post-stabilization services.

Certain services at an in-network hospital or ambulatory surgical center When you get services from an in-network hospital or ambulatory surgical center, certain providers
can bill you is your plan’s in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers can’t balance bill you and may not ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers can’t balance bill you, unless you give written consent and give up your protections.

You’re never required to give up your protections from balance billing. You also aren’t required to get out-of-network care. You can choose a provider or facility in your plan’s network.

When balance billing isn’t allowed, you also have these protections:

• You’re only responsible for paying your share of the cost (like the copayments, coinsurance, and deductible that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.

• Generally, your health plan must:
  o Cover emergency services without requiring you to get approval for services in advance (also known as “prior authorization”).
  o Cover emergency services by out-of-network providers.
  o Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
  o Count any amount you pay for emergency services or out-of-network services toward your in-network deductible and out-of-pocket limit.

If you think you’ve been wrongly billed, contact 1-800-985-3059.

Visit www.cms.gov/nosurprises/consumers for more information about your rights under federal law.