

Patient Services

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Patient Services

Parking for Patients and Visitors (202) 444-3802

Please refer to Chapter 27, Maps & Transportation Information.

Patient Care Line (202) 444-CARE (2273)

Georgetown University Hospital's Patient Care Line provides assistance to patients 24 hours a day, seven days a week. Patient advocates are available to assist your patients with questions, difficulties, or concerns. After business hours and on weekends or holidays, clinical administrators are available through the Patient Care Line.

Georgetown M.D. (202) 342-2400 Toll free (866) 745-2633

Georgetown M.D. assists callers in finding physicians and services within the Georgetown system that meet their personal and medical needs. Staffed by nurses, this service also informs patients about resources, registers callers for health education, parenting classes, clinical trials, and also provides information on medical topics, prescription and over-the-counter medications. The nurse counselor can also assist in scheduling an appointment with the selected physician.

Availability: This free service is available Monday – Friday, 8:00 a.m. – 8:00 p.m.

Patient Safety/Quality of Care

Patient safety is an essential part of our culture at Georgetown University Hospital. If a patient has any concerns about the safety or quality of care provided here, please ask him or her to contact Richard Goldberg, Vice President, Medical Affairs (202) 444-3000.

If, for any reason, you or the patient feels an issue has not been addressed completely, you or the patient may contact the Joint Commission on Accreditation of Healthcare Organizations by calling (800) 994-6610 or sending an email to: complaints@jointcommission.org.

Lombardi CancerLine (202) 444-4000

Physician and patient oncology referrals to Georgetown's Lombardi Cancer Center are provided by certified oncology nurses. These nurses also provide information about cancer research protocols, source information for patients from the National Cancer Institute and the American Cancer Society and act as a resource to identify risk factors and determine ways to reduce cancer risk. The nurse counselors will provide physician referrals and assist with appointment scheduling.

Availability: This free service is available Monday – Friday, 9:00 a.m. – 5:00 p.m.

**Interpreter Services/Foreign Language
and American Sign Language**

Business Hours: (202) 444-TERP (8377)

After Hours: On call pager service (202) 405-1737

Foreign Language and American Sign Language interpreter services for both Limited English Proficiency (LEP) and Deaf patients and their families are available via a single number during business hours. After hours, use the on-call pager service. This 24/7 service is provided free of charge to patients and their families.

On-site interpreters for Deaf inpatients are usually provided around the clock for the duration of their hospitalization so that every aspect of their care can be accurately communicated to them. On site interpreters are available by phone for LEP patients hospital-wide in over 150 languages.

Availability: Advance notice of surgeries, admissions and appointments for patients needing interpreter services is requested whenever possible. Interpreter services are available daily 24 hours a day.

(202) 444-1588

International Services On call (202) 405-1737

International Services provides a range of support and facilitation services for all international patients who live in or travel to the U.S. for healthcare at Georgetown. A daily 24-hour interpreter service is available and free to patients and their families.

The department facilitates scheduling for physician appointments, second opinions, tests and general physicals and also assists with hotel arrangements for patients and their families traveling from overseas. This department also works with embassies, insurance companies and other agencies to provide the necessary financial clearance and service estimates required for international patients prior to physician visits, procedures and hospital admissions.

Hospital tours for international delegates or visiting physicians are arranged and facilitated by International Services and the Patient and Physician Advocacy departments.

American Disabilities Act (ADA)

Patient Care Line (202) 444-CARE (2273)

Services and accommodation for patients that are hearing, visually or physically impaired are facilitated by the Patient and Physician Advocacy Department.

PATIENT SERVICES

Executive Health Program /

VIP Health Check

(202) 444-5500

The Executive Health Program is designed for business executives, diplomats and others who wish to have a complete physical exam and complete wellness check in as little as one day. Two comprehensive packages are available and can be supplemented by additional tests or procedures as needed. The program is a private pay service and is not insurance billable.

Pastoral Care and Chapel

(202) 444-3030

Page Operator

(202) 444-PAGE (7243)

Chaplains are available 24 hours a day to patients and their families and can be contacted through the page operator at (202) 444-PAGE (7243). Patients can be visited by a representative of their own faith and the department will assist in making any necessary arrangements. Sacraments of the Eucharist, Anointing of the Sick and Reconciliation are available daily to Catholic patients in their rooms.

The chapel is open at all times for prayer and reflection. Mass is celebrated daily in the chapel and can be viewed on all patient televisions. An ecumenical service is held every Wednesday at 12:30 p.m.

Maps and Directions

Please refer to Chapter 27 for maps and directions to Georgetown University Hospital.

Hotel Accommodations

(202) 444-3040

Hotel Information Line

(202) 444-4848 (recorded)

Hotel reservations for patients and patient family members at the Marriott Georgetown Conference Center (Leavey Center), Savoy Suites and at nearby hotels are booked through the Patient and Physician Advocacy Department. All rates are subject to change and based on availability. The 24/7 recorded Hotel Information Line (202) 444-4848 provides hotel rates and contact numbers. During office hours callers can connect through the Hotel Information line to Patient Advocacy for reservations at the Marriott Leavey Center and the Savoy Suites. Nearby hotels also offer a Georgetown Hospital rate which can be booked directly with any of the participating hotels.