



## **Washington Adventist Hospital Relocation Frequently Asked Questions**

*Note: all references to the name Washington Adventist Hospital refer to the hospital facility in Takoma Park. All references to White Oak Medical Center refer to the new hospital facility in White Oak.*

### **When is Washington Adventist Hospital moving to its new location?**

- Sunday, Aug. 25, 2019

### **Where is the new hospital, Adventist HealthCare White Oak Medical Center, located?**

- 12100 Plum Orchard Drive, Silver Spring, Maryland
- The new, private-room hospital is in the White Oak area behind the Target shopping center, just off Rte. 29 and Cherry Hill Road

### **When will the Washington Adventist Hospital Emergency Department close?**

- The Emergency Department will close at 7 a.m. on Aug. 25.
- Beginning at 7 a.m. on Aug. 25, EMS will transport community members who call 9-1-1 and would normally go to Washington Adventist in Takoma Park to White Oak Medical Center, or the next closest hospital.
- We have been working and continue to work with local EMS providers to ensure they are able to quickly and safely transport patients to the nearest Emergency Department, once the hospital closes on Aug. 25.

### **What if I live in Takoma Park and I have a medical emergency?**

- If you think you are having a heart attack or other serious medical emergency, you should always call 9-1-1.
- Montgomery County has added a medic unit to the Takoma Park Fire/EMS station to better serve patients experiencing medical emergencies in the Takoma Park community.
- If you are seeking emergency care for a non-life-threatening illness after 7 a.m. on Aug. 25, please proceed to White Oak Medical Center or your closest Emergency Department.
- You may also seek care for minor illness and injuries at the 24-hour urgent care that Adventist HealthCare will open in Takoma Park the next day.

### **When will the Adventist HealthCare Urgent Care open on the Takoma Park campus?**

- Monday, Aug. 26 at 7 a.m.

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**Where will the Takoma Park Urgent Care be located and what are its hours of operation?**

- The urgent care will be in the former Washington Adventist Hospital Emergency Department.
- Hours of operation: Open 24 hours/seven days a week
- Walk-ins are welcome to the urgent care.
- There is free parking for patients.

**What types of illnesses and injuries can be treated at the urgent care in Takoma Park?**

- Please call 9-1-1 immediately, if you are experiencing a medical emergency.
- The urgent care will treat non-life-threatening injuries and minor illnesses like common viruses, infections, stomach & digestive conditions, orthopedic injuries, asthma, allergies and common skin conditions.
- Like our other urgent care centers in the area, on-site x-rays and lab services will be available.

**Which hospital location should pregnant women in labor go to for their delivery?**

- Expectant mothers in labor BEFORE 7a.m. on Aug. 25, should go to Washington Adventist Hospital in Takoma Park to have their baby.
- Expectant mothers in labor AT or AFTER 7 a.m. on Aug. 25, should go to Adventist HealthCare White Oak Medical Center, 12100 Plum Orchard Drive, Silver Spring, Maryland.

Women who receive prenatal care at our Takoma Park campus Women's Center and with our community partners will receive this information well in advance to aid in their preparation for delivery.

**How will the transfer of patients from Washington Adventist Hospital to Adventist HealthCare White Oak Medical Center be carried out?**

- Washington Adventist Hospital has been working with an experienced transition consultant to plan and prepare for a safe transition to White Oak Medical Center for our patients and hospital team members.
- Patient transfer to White Oak Medical Center will be conducted with the assistance of a private ambulance company and local EMS and police, including Takoma Park police.
- The Washington Adventist Hospital team will transfer all patients from Washington Adventist Hospital to White Oak Medical Center in one day, Sunday, Aug. 25
- Patient transfer by ambulance will begin on Aug. 25 at approximately 8 a.m., and continue until the last patient exits Washington Adventist Hospital, which is estimated to be around 5 p.m.

**What can patients who are being transferred expect on Aug. 25?**

- All patients requiring transfer to White Oak Medical Center will go by ambulance and be accompanied by a skilled medical team. They will also be assessed by a physician before being transferred.
- Patients and their families will be informed of their need to transfer to White Oak Medical Center for continued care a day or two prior to the transfer on Aug. 25. Members of the patient's care team and the "patient and family move team" will be involved in providing transfer information and will be available to answer questions and support the patient and family.

**What services will be at the Washington Adventist Hospital Takoma Park campus?**

- Adventist HealthCare will continue to serve Takoma Park and surrounding communities with a 24-hour Urgent Care Center.
- Additionally, various community physicians' offices will remain in the professional building on the Takoma Park campus. Please check with your doctor's office.

Some healthcare services will remain on the Takoma Park campus for a period of time (see below for timing details).

- Radiation Oncology, Cardiac Rehab, Adventist Medical Group physician offices and some administrative support services will remain on the Takoma Park campus until the Medical Pavilion at White Oak, a medical office building connected to White Oak Medical Center, is completed in spring 2020.
- The 42-bed, inpatient rehabilitation hospital on the 5<sup>th</sup> floor of the Takoma Park hospital building will also remain until two additional floors are added to White Oak Medical Center, with completion expected in early summer 2020.

**Will Mental Health services be available at White Oak Medical Center?**

Yes. The Maryland HealthCare Commission has approved 10 behavioral health beds for White Oak Medical Center for the treatment of voluntary patients. The remaining licensed beds from Washington Adventist Hospital will be moving to Adventist HealthCare Shady Grove Medical Center in Rockville. Outpatient mental health programs will be provided at White Oak Medical Center.

**Will Adventist HealthCare provide security at the Takoma Park campus?**

- Yes. Security will be present on campus to support the Urgent Care, Adventist HealthCare Rehabilitation, maternity clinic, physician's offices and other support functions.
- Security will also continue to monitor the campus, parking lot and grounds.
- Adventist HealthCare will be working closely with Takoma Park Police and will share details of our security plan with them.

**Will unused parts of the Takoma Park building be closed to the public?**

- Yes. Much of the building will be closed to the public.
- The community will have access to:
  - Urgent Care located in the former Emergency Department
  - Adventist HealthCare Rehabilitation located on the 5<sup>th</sup> floor of the current hospital
  - Maternity clinic located in the Conference Center
  - Physician offices at 7901 Maple Ave., and in the Professional Building
  - Human Resources located in the Lisner Building