

Rehab Nursing Station: 701.780.2390

Patient Care Navigator:

Patient Room #: _____

Patient's Room Phone #: _____

Patient and Family Information Guide for Rehab Inpatient Unit



Dear Patient,

Welcome to Altru Rehabilitation Center, North Dakota's original comprehensive rehabilitation provider. Established in 1958, Altru Rehabilitation Center holds a distinguished place in the regional medical community, and has, over the years, provided care to thousands of individuals.

If you are transferring to Altru Rehabilitation Center from an acute care hospital, you will notice some differences. We treat patients whose injuries, illnesses, or diseases require rehabilitation services. Our services benefit patients affected by stroke, spinal cord injury, head injury, arthritis, amputation, orthopedic surgery and many chronic conditions such as multiple sclerosis.

During your stay you will find that we focus on what you can do, not what you cannot do. Our goal is to maximize or restore a patient's functional level of independence for discharge to a community setting (home, assisted living, or basic care). As part of that process, you will be working with a team of medical professionals to set goals and treatment objectives together. If, at any time, you have questions about this treatment plan, please ask us. You need to learn as much about your treatment as you can because rehabilitation is a long-term process and a team effort. Your cooperation is crucial.

We look forward to serving you.

Altru Promise

Every moment of every day we promise to provide an excellent health care experience. We will be respectful, compassionate, and thorough. We know that your family and friends are an important part of your care. We will involve them as you wish and extend the same promise of excellence to them.

Patient Bill of Rights

You have a voice in both the care you receive at *Altru Rehabilitation Center* and improving the care delivered to all our patients. We need to hear from you, your family or anyone involved in your care as soon as a concern arises. The best time is while you are still here as a patient. Your concerns will be addressed quickly and you will be informed about what action is being taken in response to your concerns.

Here's how you can speak out:

- » Your Charge Nurse, Supervisor or Patient Care Navigator.
- » We are interested in your opinions, whether positive or negative. Prior to discharge, you will be interviewed regarding your rehabilitation stay.
- » Within 3 days after discharge, a nurse will call you at home to see how you are doing.
- » 80-180 days after your discharge, you or a family member will receive a phone call. We want to know how you are doing.

Accreditation

Altru Rehabilitation Center is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), a professional recognition *Altru Rehabilitation Center* first earned in 1968.

Planning For Your Discharge

Preparation for discharge begins as soon as you arrive. The average length of stay at the Altru Rehab Center 14 days. The following guidelines are used in determining discharge:

- » Functional inpatient rehabilitation goals are met in all therapy areas.
- » No significant progress is evidenced toward functional goals.
- » Goals can be addressed in a less intense program.

When you are ready for discharge, family or friends may be invited to take a more active role in your care while you are still in the inpatient rehabilitation program. This may include observing and/or participating in therapy sessions or staying overnight with the patient to get familiarized with providing the patient's necessary care.

In times when discharge to the community is not possible, you and your significant other or family members will be assisted to make appropriate arrangements for your care.

Special Equipment Needs

Your therapists will help you determine if you need special adaptive equipment when you return home and will assist you in making purchase or rental arrangements before you leave.

Vision Statement of Altru Rehabilitation Center

Our care delivery is characterized by uncompromising patient-driven service, which is delivered through a multi-disciplinary functionally based structure. Selected for ease of access, cost efficiency, excellent clinical outcomes, and patient satisfaction, the Musculoskeletal Division is recognized as the Center of Excellence for its services.

Pre-Admission

Patients with a rehabilitation need are often referred by their physicians to *Altru Rehabilitation Center*. Referrals are also received directly from patients and family members.

Once you have been referred to *Altru Rehabilitation Center*, our pre-admissions staff prepares for your arrival. We want to be sure that our inpatient program is the most appropriate setting for you. Our pre-admission process ensures that you are ready for rehabilitation and that appropriate insurance authorization is obtained.

Medical records are obtained, insurance information is verified, and you will be visited by one of our physicians who specializes in physical medicine and rehabilitation. A bedside assessment, an interview with family members, discussion with your primary care physician, and a tour of *Altru Rehabilitation Center* may also take place before admission.

The Admission Process - What To Expect

When you arrive at *Altru Rehabilitation Center*, our admissions staff will register you. After this short process, the nursing staff will orientate you to your room and get you settled.

Your patient care navigator and the admitting nurse will meet with you next. Our patient care coordinators play a very crucial role ensuring that your needs are met. You will receive a brief orientation to your rehabilitation program. Your patient care navigator will review your goals, objectives and options with you. The admitting nurse will interview you to determine your health status.

After an initial evaluation by each member of the team, a treatment plan is developed, followed by intense therapy. Weekly staff conferences are held to review your status and help establish current and future goals. Our team members work to ensure that you and your family fully understand the rehabilitation process. When appropriate, family conferences are arranged to discuss special needs.

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Reaching for Goals

During your stay, you will be working closely with individual team members to set goals and treatment objectives together. Each day will be busy and filled with its own unique challenges. Our patients are typically in therapy sessions at least three hours per day, five out of seven days per week (15 hrs per week). Rest periods may also be included. However, your daily schedule will reflect your specific needs. The following is an example of what a typical day may be like for a patient recovering from a stroke who is experiencing problems with mobility, communication and swallowing.

- 7:00 Work with staff on grooming, hygiene, and other activities of daily living
- 7:30 Work on dressing skills with occupational therapist and nursing staff
- 8:00 Breakfast/special therapy to strengthen patients with swallowing difficulty (dysphagia)
- 9:00 Speech-language therapy for communication skills
- 9:30 Psychology
- 10:00 Occupational therapy to master self-care and home management skills
- 10:30 Physical therapy to improve mobility and strength
- 11:30 Lunch/special therapy for swallowing difficulty
- 12:30 Rest
- 1:30 Speech-language therapy for swallowing disorder
- 2:00 Physical therapy
- 3:00 Occupational therapy
- 5:30 Dinner/special therapy for swallowing difficulty

Patient schedules are individualized and may include recreation therapy, visits with physicians, and special nursing treatments. Schedules may be adjusted according to your needs as the program progresses.

Additional Services

Chaplaincy

At your request your clergy is welcome to visit during your hospitalization. Hospital-trained chaplains, who also serve the spiritual needs of patients at Altru Rehabilitation Center, are also available 24 hours a day to visit with you and your family.

Chapel

An all faiths chapel is available 24 hours a day. A variety of spiritual resources are available for patients and families.

Lodging for Family Members

Several local motels offer lodging at a reduced rate for family members of those hospitalized. For more information contact your patient care navigator.

General Policies

Visits from family and loved ones are an important part of rehabilitation and these special people are welcome. Exception: Patients being treated for dysphagia (swallowing difficulty) cannot receive visitors at mealtime until family training is completed.

Visiting hours:

4:00 p.m. - 8:30 p.m., weekdays

10:30 a.m. - 8:30 p.m., weekends

Children are welcome, but must be supervised by family at all times. We also ask that visitors not bring food or medications into a patient's room without approval from the nursing staff.

Laundry

If you wish, patient's personal laundry is done Monday through Friday. Items of clothing should be easy-care fabrics and should be marked with the patient's name in permanent marker. Our staff can label items at the patient's request.

Parking

Visitor parking is available in the lot east of door 31 of the Altru Specialty Center off of S. Washington St.

Telephone Calls

Each patient has a telephone at their bedside. Family and friends who wish to visit with a patient, should call before 8:00 P.M. In the case of an emergency you can call the nurses station by dialing 701.780.2390.

Smoking

Due to our concern for the health of all, *Altru Rehabilitation Center* has adopted a *No Smoking Policy*. Patients, staff, and visitors are not allowed to smoke in the building or on the grounds of the Altru campus.

Mail

Mail for patients should be addressed to the patient c/o: Altru Rehabilitation Center
4500 S. Washington St.
Grand Forks, ND 58201

Valuables

We ask that if possible you send all valuables home with friends or family members, and that you keep no more than \$5.00 with you. Any valuables you wish to keep with you can be locked for safekeeping in your room.

Medical Staff

Available 24-hours a day, our medical staff includes psychiatrists (physicians who specialize in Physical Medicine and Rehabilitation) and other consulting physicians.

What to Bring With You

For your comfort and convenience, we recommend that patients arrive with the following items:

- » Three to five changes of loose, comfortable fitting street clothes, including five changes of underwear.
- » Glasses, hearing aids, special devices, dentures, etc.
- » 1 pair of supportive shoes, with non-slippery soles.
- » A coat for hospital sponsored outings.
- » Personal toiletries.
- » Pajamas and a robe (hospital gowns are available).
- » Personal items to make your stay more comfortable.
- » *Note - All personal items, especially clothing should be labeled to prevent loss.*

Meeting Your Individual Needs

Because no two people are alike, at *Altru Rehabilitation Center*, your rehabilitation program is geared to meet your unique needs. Our focus is much more than physical restoration of function — it is comprehensive. Communication, psychological, social and recreational needs may also exist. Recovery and/or the management of a chronic condition is never simple.

Our dedicated health care team pledges to keep you, the patient, and your family informed and involved.

If your family would like to visit directly with your

physician about your needs, your patient care navigator can arrange a convenient meeting time. Concerns regarding medications, treatments, or life support options/code levels, may be freely discussed with your physician. As a patient, you have control over these decisions.

You also have the right to determine whether hospital staff release condition information to family members during your hospitalization.

For more information on your rights please refer to your copy of "Patient Rights".

Your Rehabilitation Team Members May Include:

You and your family members

Physiatrists (physicians who specialize in Physical Medicine and Rehabilitation) oversee the medical care of our patients.

Rehabilitation Nurses provide services designed to prevent physical complications, restore optimum physical and cognitive functions and help our patients and their families adapt to an altered lifestyle.

Occupational Therapists work with patients in the areas of self-care, home-management, work and social skills. This may involve treatment to restore motion, strength, and coordination or assisting patients to adapt to a physical or cognitive loss.

Physical Therapists work with patients to achieve their highest level of physical independence. They use physical means such as exercise, heat, cold, ultrasound, and massage to treat a variety of conditions. Therapy treatments are designed to increase muscle strength and endurance, relieve pain, restore motion, improve balance, correct deformities, improve walking ability and speed recovery.

Speech/Language Pathologists provide therapy designed to improve speech/voice production, language comprehension, and expression. Our dysphagia program assists patients with swallowing difficulties. Training in augmentative communication systems is also available.

Patient Care Navigators monitor each patient's progress from admission to discharge, act as liaisons between the family, patient and staff, and coordinate services. These professionals also assist the family in adjusting to the patient's injury, impairment or illness. During discharge planning they provide information about community resources which may benefit the patient.

Dietitians contribute to our patients' physical restoration by ensuring that their nutritional needs are met through appropriate diets.

Recreation Therapists help our patients deal emotionally and socially with an altered lifestyle and promote independence and the development of satisfying leisure activities.

Psychology Technicians provide supportive counseling to help patients adjust to hospitalization and short-term and long-term disability. Other services provided include biofeedback, stress management and cognitive screening to assess memory and judgement.

Prosthetists/Orthotists specialize in the fabrication and fitting of artificial limbs, braces, and other devices to assist with a patient's mobility and independence.

Other professionals who may participate in the team include:

Consulting Physicians
Chaplain
Pharmacists
Respiratory Therapy
Wound Care

A Training Center For North Dakota's Health Care Providers of the Future . . .

Altru Rehabilitation Center is a teaching facility, providing a wide variety of training opportunities for students pursuing health careers in occupational therapy, physical therapy, psychology, speech and language pathology, audiology, social work, and nursing. Because of our commitment to assist in training tomorrow's medical professionals, students may be involved in your care. If you feel strongly about this, you can request that students not be involved in your care. Be assured that expert and experienced staff will be overseeing and directing the care and therapy you receive. We relish our role in educating these health care professionals of the future and believe you will enjoy their enthusiasm too.

Insurance and Financial Concerns?

Because *Altru Rehabilitation Center* is a hospital, Medicare and insurance companies may cover your hospital stay. Pre-authorization may be required by your particular policy and some policies limit the length of stay. Please bring your insurance information so that we can file your insurance claim and answer any questions or concerns you may have about coverage and/or payments.

Please be aware that insurance companies and other providers such as Workers Compensation, Veteran's Benefits, and Medical Assistance may not assist financially with the purchase of special adaptive equipment such as walkers, crutches, canes, safety rails, shoe modifications, etc. If you require special adaptive equipment, your therapist can assist you in learning what is covered and assist you with alternate resources for equipment as needed. Hospital staff are available to assist you in filing all of your insurance claims.

If you have questions regarding your billing, please contact a Business Services Associate at 701.780.5815.