

Tulane Inpatient Rehabilitation Center

Patient & Family Handbook



4700 I-10 S. Service Rd West, Fourth Floor
Metairie, LA 70001

Phone: 504/ 883-6800

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www.tuhc.com

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Dear Patient,

Welcome to Tulane University Hospital & Clinic's Inpatient Rehabilitation Center. Our goal is to provide quality therapeutic services designed to help you reach your highest level of independence.

We have created a rehabilitation setting offering choices based on personal preference and self-determination. Our philosophy is to treat each and every person with respect and dignity. To help you reach your goals, a challenging physical environment has been designed, and a variety of social interactions are planned throughout your stay which will help you improve your functional mobility as well as encourage your transition back to your home and community.

Planning your return home has already begun. Together, you and your family will work with your Rehab Treatment Team to set realistic goals. These goals will incorporate your unique strengths, abilities, needs, preferences, lifestyle and discharge environment.

YOU are the most important person on your Rehab Treatment Team. The steps you make towards your independence will require patience, hard work, motivation, acceptance, and re-learning.

We are here to help you reach your goals.

*Sincerely,
Your Treatment Team*

Welcome

Why am I being admitted into Rehab?

Your primary physician or surgeon feels that you would benefit from rehabilitation and that you are strong enough to participate in at least three hours of therapy daily. You are being admitted into our program because we think we can help improve your independence---perhaps including your mobility, your communication, and your ability to care for yourself.

Our goal is to work with you to maximize your level of independence.

What should I bring to Rehab?

- Comfortable, casual clothing
 - Upper body -- T-shirts and/or sweatshirts are recommended
 - Lower body -- Shorts or sweat pants with elastic waists are recommended
 - Feet -- Socks are recommended
- Flat, supportive, non-skid shoes
 - Tennis shoes or running shoes are recommended. Slippers are not recommended during therapy.
- A sweater or jacket; housecoat or robe
- Personal items, including: toothbrush, comb, hairbrush, toiletries, razor and/or cosmetics.
- Assistive devices you already have, such as: a cane, wheelchair, walker, reachers, braces, eyeglasses, hearing aids, and dentures
- Hobby items you enjoy, such as: needle crafts and reading materials
- A list of medications you are currently taking

How long will I be in Rehab?

Your length of stay will be determined individually based upon your ability to participate, your progress, and your goals.

What are the visiting hours?

Regular Visiting Hours are:

Monday - Friday: 5pm - 9pm

Saturday & Sunday: Noon - 9pm

Family members **may** be invited by your rehab team to attend therapy sessions and consultations during the **treatment** hours of 9am to 5pm, Monday through Friday.

Children of all ages are welcome to visit provided other patients are not disturbed. Children under the age of 14 are to be supervised at all times by a responsible adult.

Family members do not routinely stay overnight at the Tulane Inpatient Rehabilitation Center. However, if you have special circumstances, please speak to your liaison or social worker to make special arrangements.

Your religious preceptor is welcome at any time.

May I smoke?

Tulane Inpatient Rehabilitation Center is a smoke-free facility. In compliance with all state and local laws, smoking is prohibited in all areas, including patient rooms.

Tulane Rehab can help people who have had a/an:

- Stroke
- Spinal cord injury
- Amputation
- Major multiple trauma(s)
- Arthritis resulting in joint replacement
- Neurological disorders, including multiple sclerosis, muscular dystrophy, and Parkinson's disease.
- Fractured hip
- Deconditioning as a result of prolonged illness or injury

The Rehab Treatment Team is a specially integrated interdisciplinary team composed of professionals who are highly-qualified and experienced in working with patients who have experienced a loss in their functional independence.

The team is united by a common goal: meeting your needs through collaboration with your family and significant others.

Each professional on the treatment team is competent by reason of education, training, and experience. Each member meets all applicable licensure, certification, and registration requirements, and adheres to current standards of care.

Your Treatment Team Members

You:

You, as the patient, are the most important member of the team. With your input, effort and compliance, we will be more successful at achieving your goals.

Rehab Liaison:

The rehab liaison is the first member of our team that you will meet. She or he will come visit you while you are still in the hospital, and will give you information about the Rehab Center and Rehabilitation in general. You will be asked questions about your functional status and home situation prior to hospitalization in order to help determine your goals.

Doctor:

A physician trained in Physical Medicine and Rehabilitation (Physiatrist), is responsible for your medical care and overall rehabilitation, and for coordinating care with your other physicians.

Physical Therapist:

The physical therapist will work with you and other team members to restore mobility and function, prevent further complications of disease, and reduce pain. They also promote overall fitness, health, and optimal quality of life. These goals may be accomplished through a combination of exercising, practicing functional activities, and/or using specialized medical equipment. A typical day may include: stretching, strengthening, balance training, walking, wheelchair skills, and a variety of other strategies to help you become as independent as possible.

Occupational Therapist:

The occupational therapist works to integrate your physical abilities into daily functional tasks. These tasks may include skills such as grooming, personal hygiene, dressing, self-feeding, homemaking, transfers, bed mobility, and upper extremity function. They will teach you special techniques or the use of special equipment to enable you to be as independent as possible, as well as making recommendations regarding home modifications if needed.

Speech Language Pathologist:

The speech language pathologist assesses and treats cognition, language, speech production, and voice disorders that can hinder effective communication. They are also involved in the assessment and treatment of swallowing difficulties.

Recreational Therapist:

The recreational therapist will work with you to develop and use leisure activities in order to enhance your functional ability, independence, and quality of life. They will provide you with opportunities to join in leisure activities that enhance growth and well-being, as well as, education to promote an independent leisure lifestyle.

Case Manager/Social Worker:

The case manager and/or social worker will be your primary contact during your stay at the Tulane Inpatient Rehabilitation Center. They will inform you of the rehabilitative process and keep you updated with regard to your progress, goals and estimated length of stay. The case manager/social worker communicates with the other team members, insurance providers, and community agencies to coordinate follow-up services such as home health care, outpatient therapy, or equipment for home use for your re-integration into home and community life. The case manager/social worker will also provide support and counseling to you and your family members throughout your stay and can provide information/assistance regarding community resources.

Rehabilitation Nurse:

The rehab nurse welcomes you to the center and completes an admission assessment. In addition, the nurse administers medications, ensures all orders are carried out per the physician's specifications, provides specialized care such as: assessing your skin for possible breakdown, assisting you in relearning self-care, and reinforcing therapeutic teaching as outlined by the therapists. They instruct you and your family on issues such as hypertension, diabetes, decubitus ulcer (bed sore) prevention and care, ostomy care, bowel and bladder management, and safety.

Dietician:

A dietician will assess your individual nutritional needs and dietary preferences and, if necessary, recommend special diets and provide education.

Neuropsychologist:

The neuropsychologist evaluates your cognitive functioning if you are suspected of having a neurological deficit. He or she may conduct testing to identify changes in attention, memory, judgement, and problem solving. He or she may also work with you to manage depression, anxiety, and other emotional difficulties.

Other Treatment Team Members & Services (Depending on your needs):

- Audiologist (Hearing Specialists)
- Chaplain
- Consulting Physicians, such as Surgeons, Ophthalmologists, Psychiatrists or your Primary Care Physician
- Dialysis
- Orthotics/Prosthetics Provider
- Respiratory Therapist
- Rehabilitation Counselor

An overview of what you can expect:

Your first day at Tulane Rehab Center is your first step towards increased independence. You will meet all of your Rehabilitation Team Members and be introduced to the general program. Your case manager may schedule a family conference to take place after your admission. This family conference will include you and the family members you choose to invite. The purpose of this conference is to talk about your treatment plans, goals, objectives.

As a member of your Rehab Treatment Team:

- You will be able to wear comfortable clothing and be up and out of your bed, participating in therapy and various activities.
- You will assist in the development of your rehabilitation goals and in your return to independent living.
- You will enjoy meals in a group setting and have an opportunity to share experiences and to learn from other patients.

During Your Stay

- You may have the opportunity to try your new skills in a community outing, one step in your progress to independence.
- You may be able to receive passes to go out with family or friends after being adequately trained by staff.
- While you are in our care, your family and friends may participate in steps towards your independence.

Your Day of Discharge:

Your day of discharge is a very busy day and may include the training of family members or other caregivers. You can expect to leave for home sometime in the afternoon. Your case manager will have met with you to discuss transportation home.

Your case manager will assist you and your family to coordinate all necessary plans for your return to the community. We want to help you maintain and improve the level of independence that you have achieved. You will be assisted with referrals to services such as: outpatient therapies, home health care, fitness and wellness centers, nursing care and long term care.

When you are discharged from the Tulane Inpatient Rehabilitation Center you will most likely be given a medicine prescription to last for the next 2-4 weeks. You should make an appointment with your Primary Care Physician (PCP) for continued medical care.

If you require additional services after your discharge from Tulane Rehab, please call (504) 883-6800.

Tulane University Hospital & Clinic

Patient Rights

1. All individuals shall be accorded access to care and services based on the individual's need for services, and in accordance with the Hospital's mission and values, Hospital admission policies and the Hospital's capability of providing the needed services, regardless of race, sex, color, religion, national origin, age, sexual orientation, veteran's status or handicap.
2. All patients have the right to considerate and respectful care, including consideration of psychosocial, spiritual and cultural beliefs. Patients have the right to wear personal and religious or symbolic items provided such does not interfere with medical therapy or diagnostic procedures. Care of the dying patient is to optimize the comfort and the dignity of the patient.
3. Patients may not be transferred to another facility unless they have received a complete explanation of the need for transfer and of the alternatives to such a transfer. The transfer must be acceptable to the receiving organization and not against the wishes of the patient.
4. The patient has the right to participate in decisions involving the patient's health care, including the right to refuse treatment and withhold or withdraw life sustaining treatment, to the extent permitted by law. The patient has the right to be informed of the consequences of such decisions. Patients have the right to formulate advance directives pursuant to state law, and Hospital mission, values and policy. The provision of care is not conditioned on the existence of advance directives.
5. The patient has the right to information consistent with Hospital Informed Consent Policy and state law to enable him/her to make treatment decisions.
6. The patient has the right to know the identity of the physician who has primary responsibility for his/her care as well as the identity and professional status of individuals responsible for the authorizing or performing procedures or treatments.
7. The patient shall be informed if the Hospital proposes to engage in investigational, experimental, research or educational activity. The patient has the right to refuse to participate in such activity.
8. The patient has the right to voice complaints about the care and services received and presentation of a complaint shall not compromise the patient's future access to care at the Hospital. The patient has the right to receive information at the time of admission about the Hospital's Patient Rights Policy and the Hospital's Resolution of Patient Complaints Policy.

Medicare Patients: If you have any questions or concerns regarding your hospital stay please call:

Louisiana Health Care Review (LHCR)
8591 United Plaza Blvd., Suite 270
Baton Rouge, LA 70809
Phone: 225-926-6353/Fax: 225-925-0342

Patients: If you have any questions or concerns regarding your hospital stay please call:

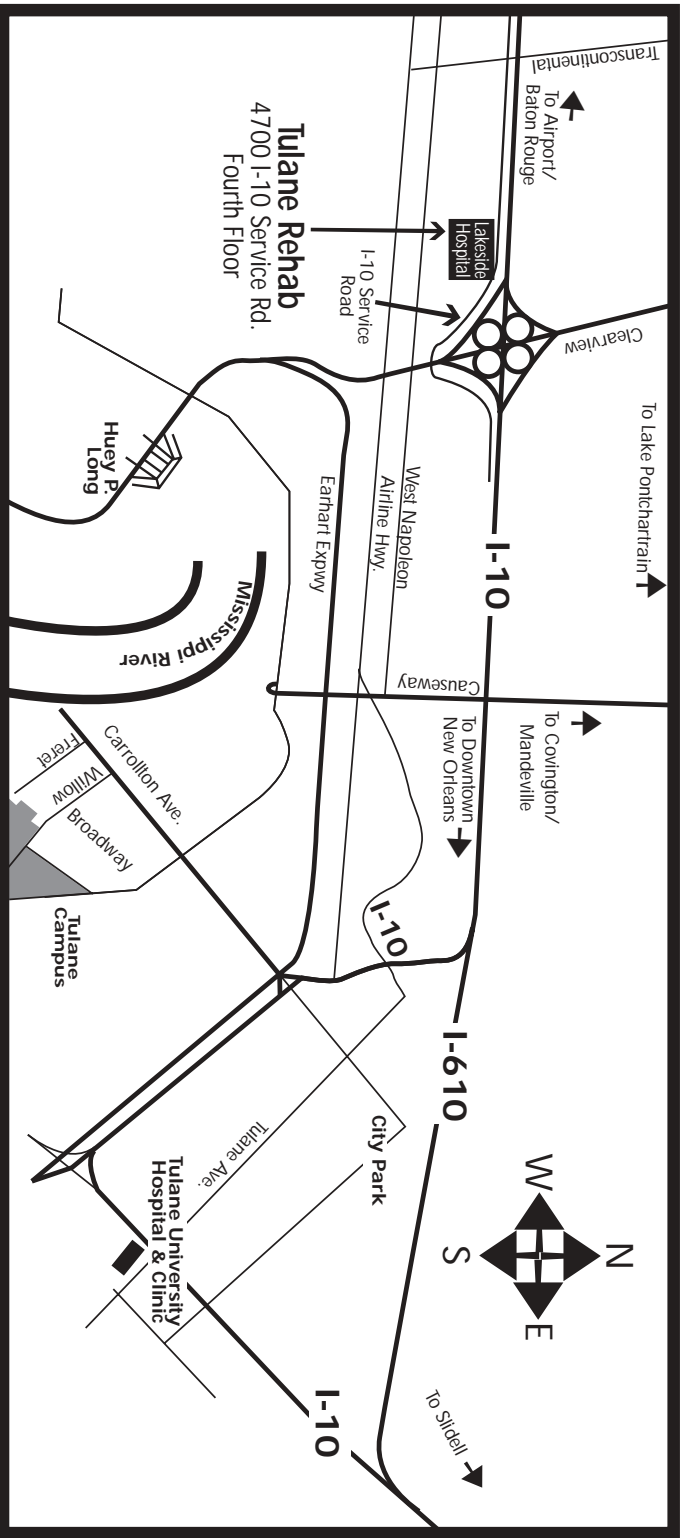
Louisiana Department of Health and Hospitals
1201 Capitol Access Rd., P.O. Box 629
Baton Rouge, LA 70821-0629
Phone: 225-342-9500/Fax: 225-342-5565

9. The patient has the right to participate in the consideration of the ethical issues that may arise in the care of the patient.
10. The patient has the right to personal privacy and to be interviewed, examined and treated in reasonable visual and auditory privacy. The patient may request a room transfer if another patient is unreasonably disturbing him/her and another suitable room is available. The patient has the right to expect confidentiality of patient information and that such information is provided only to those involved in the patient's care, to those monitoring its quality, or to those legally authorized to receive such information.
11. The patient has the right to request and receive an itemized explanation of his/her total charges for services rendered by the Hospital, regardless of the source of payment.
12. If the patient is unable to exercise any of the rights set forth in this document, surrogates in the order provided by Louisiana statute may do so.
13. We also encourage hospitalized patients to voice any opinions, preferences, and concerns by completing the Patient Satisfaction Survey at the nurses' station or you can reach the Patient Relations Department at 504/988-5934. We welcome the opportunity to listen and respond to our patients, and we will use your suggestions in improving patient care and services. Any concern or grievance you voice will never jeopardize access to quality care, now or in the future.
14. Parents and guardians of patients under 18 are fully entitled to these rights.

Patient Responsibilities

In turn, there are certain things we ask of every patient that will enable us to provide the best and most appropriate care. They include:

- Giving the staff all the information you can concerning your general health and medical history, including any drugs or medications you have recently taken. Because of the impact this will have on how we care for you, it is vitally important to give us your complete history.
- Being considerate and respectful of others' privacy. We ask that your visitors assume the same responsibility.
- Obeying Hospital & Clinic rules and regulations, particularly concerning the number of visitors and the limitation on visits of children. We also ask that your visitors follow these procedures.
- Telling a member of the Hospital or Clinic staff or the Patient Relations Department any time you are not receiving fair or proper treatment.
- Keeping scheduled follow-up appointments or notifying us so that adequate provision can be made for your care.
- Providing necessary financial information and taking action to see that your Hospital & Clinic bill is paid promptly.



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