

Table of Contents

Welcome

Getting Started

- Attending Physician**
- Resident Physician**
- Consulting Physician**
- Referring Physician**
- Rehabilitation Services**
- Clothing**
- Valuables**
- Laundry**
- Electrical Equipment**
- Financial Counseling**
- Safety**
- Pain Management**

Your Stay

- Communication**
- Daily Schedule**
- Team Conference**
- Call Light**
- Meals**
- Outside Services**
- Progress**

Discharge Preparation

- Outpatient Therapy**

General Information

- Telephone**
- Mail**
- Day Rooms**
- Vending Machines**
- Visitor Information**
- Cafeteria Hours**
- Smoking**
- Pets**
- Religious Services**
- Support Groups**
- Local Restaurants**
- Local Hotels**

Rehabilitation Terminology

Notes for your information

Welcome

Welcome to The Rehabilitation Institute of St. Louis, a partnership between BJC HealthCare and HealthSouth and affiliated with Washington University School of Medicine. The Rehabilitation Institute of St. Louis is known for its compassionate care of individuals, its attention to superior clinical outcomes and patient satisfaction, and its commitment to research and training.

Please take a moment to review this resource guide and refer to it throughout your stay. It provides important information about your rehabilitation treatment as well as general information about the hospital. This guide should answer many of your questions.

Rehabilitation is an enabling process of services across a continuum of care. The fundamental goal of rehabilitation is getting people back to work, to play and to living. You and your family, along with our rehabilitation team, all play an important role in your recovery and meeting your goals.

Your healthcare team is committed to providing exceptional patient care. If there is anything we can do to make your hospital stay more comfortable or if you have any questions, concerns or suggestions regarding your care or patient safety, please ask any staff member or call me at 658-3934. After you return home, please respond to any patient satisfaction surveys you may receive. Your comments and suggestions are one of our best ways to measure our success and improve our services. Our goal is for you to rate our services and team with a “yes” “yes definitely” or “yes completely”.

Thank you for choosing The Rehabilitation Institute of St. Louis for your rehabilitative care, where our mission is to expand possibilities and enhance the lives of those we serve.

Again, feel free to contact me personally if you have any questions or concerns at (314)658-3934

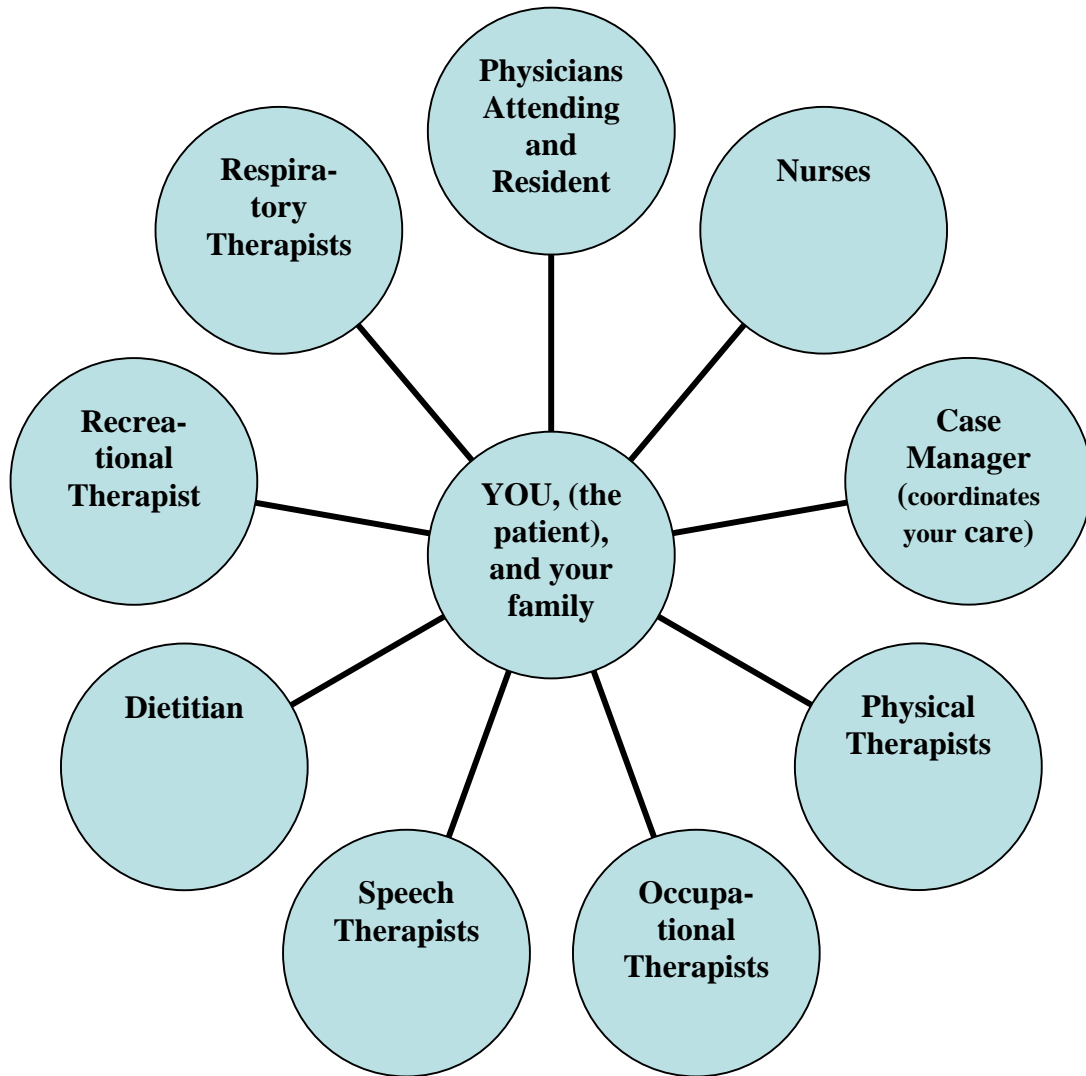
Sincerely,



Barbara Jacobsmeyer
Chief Executive Officer

Getting Started

Within the first three days of your admission, an assessment will be completed. This assessment will include a physician, registered nurse, physical therapist, occupational therapist and case manager, and depending on your health status, may include a speech therapist, dietitian, respiratory therapist and recreation therapist. A patient account representative will also meet with you to discuss your insurance and answer any questions you may have. A case manager will be assigned to you to coordinate your care.



Attending Physician: Upon admission, you are assigned to the care of an attending physician here at The Rehabilitation Institute of St. Louis. The attending physician is responsible for directing your medical care.

Resident Physician: A resident physician is a licensed physician receiving advanced training in rehabilitation. Resident physicians work under the direct supervision of the attending physician.

Consulting Physician: Your attending physician may arrange for you to be evaluated by a practitioner of a different specialty. For example, your attending physician may request a consultation by an internal medicine physician.

Referring Physician: Your referring physician is the physician who referred you from your previous hospital. As necessary, your attending physician will be in contact with your referring physician.

Rehabilitation Services: All patients receive rehabilitation nursing care, physical therapy and occupational therapy. Speech therapy, respiratory therapy, therapeutic recreation and nutritional assessments are based on individual patient needs. Therapy sessions are approximately 15 minutes to one hour. Your therapy will consist of interactions with your therapists and nurses and includes all activities from formalized training sessions with you and your family to practice sessions in your room.

Your therapy team may include physical therapists, physical therapy assistants, occupational therapists, certified occupational therapy assistants, speech therapists, speech therapy assistants and rehabilitation therapy techs.

Your nursing team will include registered nurses, licensed practical nurses and nursing techs.

Clothing: We suggest wearing casual, comfortable clothes that allow easy movement for therapy. Since you will be out of your room most of the day, hospital gowns are not used. Clothing should be labeled with your name. It is recommended that you have the following:

- Athletic shoes with good support
- Shirts/blouses with button fronts or pullovers that fit easily over the head
- Comfortable slacks, sweatpants or sweat suit
- Undergarments
- Pajamas or gown, robe and slippers
- Seasonal outerwear such as coats, jackets and sweaters
- Toiletry items such as toothpaste, toothbrush, comb, brush, deodorant, etc.
- Any corrective devices, such as dentures, eyeglasses, hearing aids, etc. Be sure nursing and therapy staff are aware of these on admission or if brought in at a later date.

Valuables: Please leave or send all valuables at home. If this is not possible, valuables can be locked in a safe at the nurses' station. Money will be locked in the Business Office Safe. The Business Office safe can be accessed Monday-Friday 8 AM to 4:30 PM. **The hospital is not responsible for valuables or personal items.**

Laundry: Patients are responsible for their own laundry. Please arrange to have your laundry done at home. In unique circumstances, laundry may be done here.

Electrical Equipment: Due to hospital safety standards, any electrical equipment such as hairdryers, radios, electric razors, etc., will require inspection to ensure compliance with fire and safety codes. Please inform your nurse so your item can be inspected prior to use.

Financial Counseling: We will bill your health insurance for your hospital stay. In addition, we will make every effort to validate your health insurance information with you while you are here. If you should have any questions regarding your bill, please feel to call the Business Office at 314-658-3902 or dial extension 3902 from your patient room. Business Office hours are from 7:30am until 4:30pm.

Safety: Everyone has a role in making healthcare safe – physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team. Here are some tips on how to be an active participant in your healthcare.

- Speak up if you have questions or concerns, and if you don't understand, **ask again**.
- Don't be embarrassed to ask questions or talk about your health.
- You may have to repeat information. Many people will be helping with your care and you may need to repeat information to each healthcare team member.
- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.
- If you do not recognize a medication, make sure it is really for you. Don't be afraid to tell the nurse or doctor if you are about to get the wrong medicine.
- Ask why you should take the medication. Ask for information regarding purpose and side effects you should watch for.
- Don't be afraid to tell a health care professional if you think he or she has confused you with another patient.
- Expect healthcare workers to introduce themselves. Look for their identification badge. If you don't know the person and there is no identification badge, ask to see their ID.
- Make sure your nurse, therapist or doctor checks your ID by checking your wristband or ask your name and birth date before you are given a medication or treatment.
- Notice whether your caregivers have washed or used waterless hand cleaner on their hands before they provide care. Remind them to do this.
- You are now in a different setting, being sure to ask for help in getting up from a chair or out of a bed. Wait for assistance in getting up until your therapist tells you that you can be independent in these activities.
- If you are receiving pain medication, be sure to ask for help getting out of bed or a chair if you feel the least bit unsteady or light headed.

Pain Management:

To assist us in creating an effective pain management program:

- Ask your doctor, therapist or nurse about ways to reduce pain.
- Immediately tell us about your pain. It may be a signal that there is a problem if the pain is new, different or does not go away with medication.
- Our goal is to assist you in managing your pain. “Stay ahead of the pain” Take pain relief medication when pain first begins and as directed to provide the best pain control.
- If therapy exercises causes you pain, take pain relief medications prior to therapy.

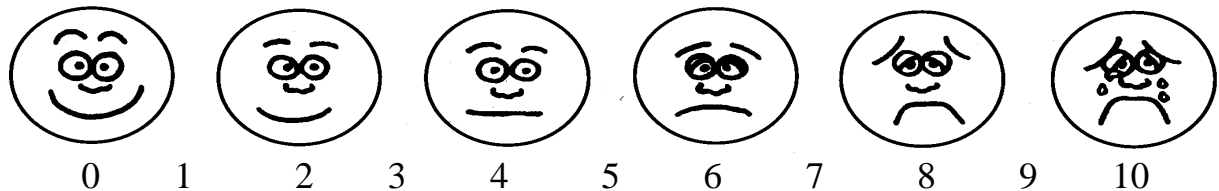
To help us control your pain, you will be asked frequent questions including:

- The location of your pain.
- A description of the pain such as burning, stabbing, sharp, constant, intermittent or with movement.
- The rate of your pain on a scale of 1 – 10. The scale helps us to understand how uncomfortable you are and to evaluate whether the treatments are working.
- The pain scale is posted in your room.

Other ways to manage your pain:

- Change your position.
- Distract yourself by listening to your favorite music, reading or watching TV.
- Check with your doctor, nurse or therapist about alternative pain control methods.

Pain Scale:



Some pain or discomfort cannot be completely relieved but our goal is for you to receive appropriate control of your pain so you can participate in your therapy or your normal activities.

Your Stay

Rehabilitation is a 24-hour a day process. What you learn while you are in therapy will be reinforced while in your room. The goal of rehabilitation is to increase independence and endurance. You are encouraged to be out of bed for eating and toileting.

Communication: Communication boards are located at each bedside. These boards are used to communicate your daily care with you and your caregivers. It is important that you communicate regularly with your physician and caregivers.

Daily Schedule: You will receive a daily schedule outlining projected times for therapy, outside services and meetings. This schedule will be posted on your communication board. Your typical day will begin at 7:00am and end at 8:30pm.

Team Conference: Your team meets weekly to review your rehab progress and to update your therapy plan. As part of the coordination of your care, the case manager will update you and your family of your progress. Some insurance companies require a weekly update on your progress. In these instances, the case manager will contact your insurance company.

Call Light: If you need assistance in your room, a call light is available next to your bed and in the bathroom. The call light is usually answered by the unit secretary using the intercom speaker. Please state your needs in specific terms so that the unit secretary can notify the appropriate staff member.

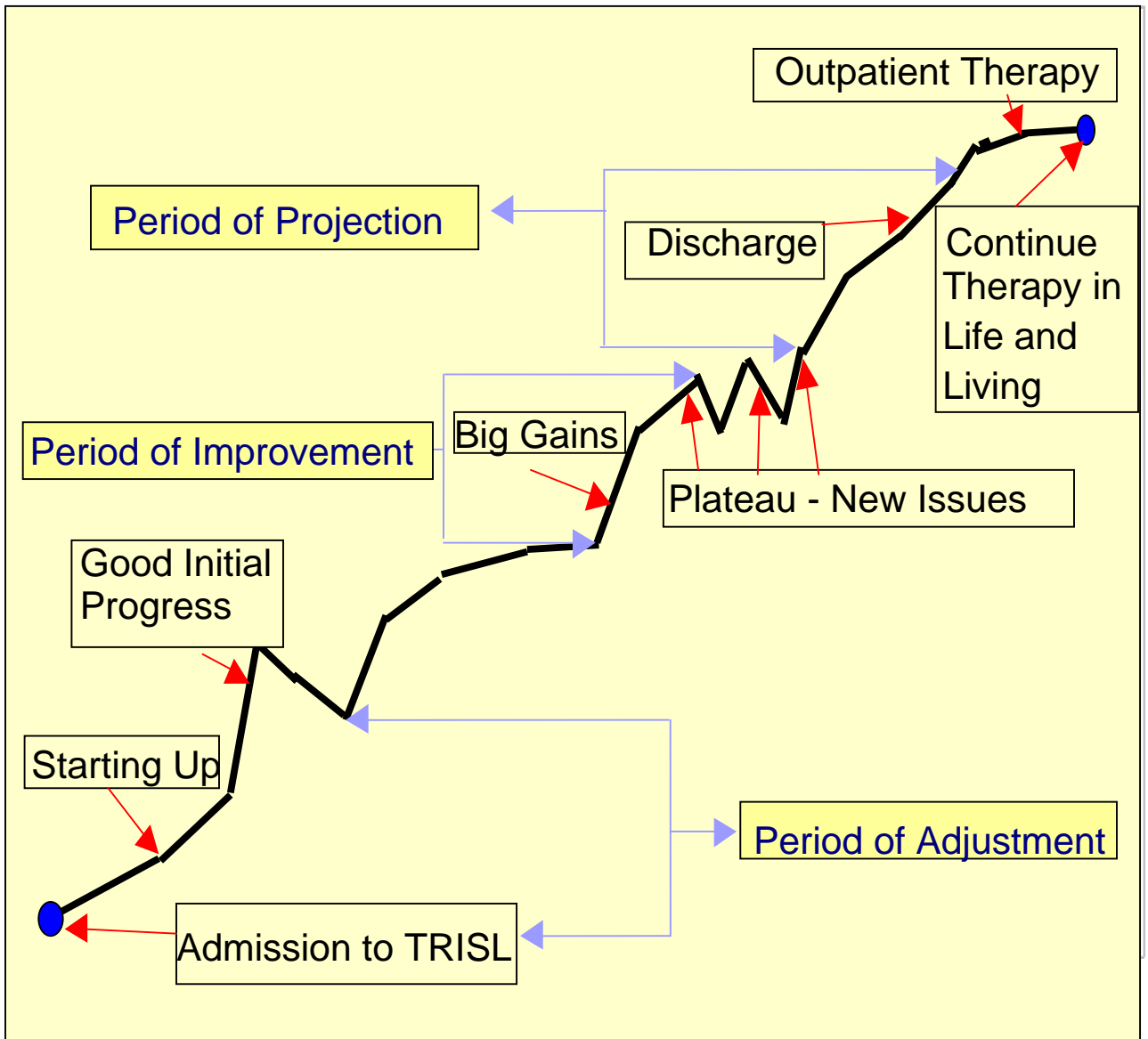
Meals: All of your meals will be served in your room unless you require a therapeutic dining program. You can expect to receive breakfast between 7:00am and 7:30am, lunch between 11:30am and 12:00pm and dinner between 4:30pm and 5:00pm. If you would like to have breakfast or lunch in the cafeteria, please notify your nurse in advance. The cafeteria is located on the first floor and is open Monday through Friday.

Food brought in by your family or friends may be kept in a patient refrigerator. The food will need to be labeled with your name and the date it is opened. After three days, opened food will be discarded.

Outside Services: If your physician orders a test or service (EMG, radiology, Doppler) not offered at The Rehabilitation Institute of St. Louis, we will provide transportation to and from the appointment. Family may accompany you during your testing procedure. Please be prepared for seasonal weather. You may need to wear a coat or sweater as you will be outside when getting in and out of the transportation vehicle. You will receive an appointment notice with the date and time. Please be ready 30 minutes prior to the appointment time to allow for transportation to the appointment.

In order to maximize your rehabilitation stay, please reschedule any appointments that were scheduled prior to your admission.

Progress: Our goal is that you make continual progress. However, throughout your stay you may hit plateaus due to fatigue, pain, etc. Some days you will feel like great progress was made and other days you will feel as if no gain was made at all. The graph below depicts typical progress during rehabilitation.



Discharge Preparation

Discharge planning begins soon after you arrive at The Rehabilitation Institute. Your case manager will coordinate your discharge. If necessary, your case manager will update your insurance company on your progress throughout your stay. Prior to discharge, the following will be addressed:

- Progress toward your goals
- Patient and family training – these sessions will be coordinated by your case manager
- Continued therapy needs (home health, outpatient therapy, etc.)
- Equipment needs (bed, commode, wheelchairs, walk aide, etc.)
- Additional services needed (i.e. meals-on-wheels, home health aide, etc.)

At the time of discharge, you will receive a discharge instruction sheet. The instructions will include information on physician appointments, outpatient therapy, home health, medical equipment and personal care. You will receive prescriptions for the medications the physician wants you to continue taking. If you have any questions about the purpose or the potential side effects of the medication, please ask.

Outpatient Therapy: Many times continued therapy is necessary after you are discharged from inpatient rehabilitation. The Rehabilitation Institute of St. Louis offers outpatient therapy programs to meet such needs. ***These outpatient programs enhance our patients' transition from inpatient to outpatient care*** Your case manager will coordinate for you in obtaining appointments with these services as needed.

General Information

Telephone: Telephones are located at each bedside. To access an outside line, dial “9” and then the telephone number. Long distance calls cannot be made unless using a calling card, collect call or other method. Incoming calls can be received directly in your room.

Hospital’s Toll free number : 866-524-7071

Mail: Personal mail will be delivered to you while you are staying at The Rehabilitation Institute. Mail should be addressed to you as follows:

The Rehabilitation Institute of St. Louis
Patient Name and Room Number
4455 Duncan Avenue
St. Louis, MO 63110

Day Rooms: Day rooms are available on each floor for patient and family use. Each day room has a large screen TV and vending machines.

Vending Machines: Vending machines are located on each floor in the day room and in the cafeteria on the first floor.

Visitor Information: Visiting hours are 8:00am to 9:00pm. Parking is available across the street from the main entrance on Duncan Avenue. We ask that all visitors sign in at the front desk upon entering the facility. It is recommended that your visitors arrange their visits with you so that you are able to rest between your morning and afternoon therapy sessions. Visiting in therapy gyms will be limited to prescheduled appointments with the therapist.

Cafeteria Hours: The cafeteria is open for breakfast and lunch Monday through Friday. Hours are as follows:

Breakfast	7:00am – 9:30am
Lunch	11:30am – 1:30pm

Smoking: Improving the health of patients and the community is the mission of every hospital and healthcare provider. The State of Missouri passed a hospital licensing regulation that all hospitals will develop a policy and procedure prohibiting the use of tobacco products throughout the hospital by October, 2006. **Our policy states:**

No smoking is permitted in the hospital or on the grounds for visitors.

A patient in the hospital may smoke on the patio if they have discussed smoking with their physician.

Pets: Pets are not allowed in the facility, except for Support Dogs. Arrangements can be made to have your pet visit you on the grounds outside the hospital if you are medically stable.

Religious Services: Please notify your minister if you would like a visit. If you wish to receive communion and your minister or parish priest is unable to provide, please notify your case manager.

Support Groups:

Brain Injury Support Groups

- Independent Survivor Support Group, contact Dr. Richard Heise for information, 636-947-5248
- St. Louis Chapter Family Support Group, contact chapter office at 314-423-6442 for information
- Survivor Support Group, contact chapter office at 314-423-6442
- Brain Tumor Support Group, contact Sharon Weisman at 314-993-1240 for information
- Separate Family and Survivor Support Groups, contact 618-235-9988 for information

Stroke Support Group

- American Heart Association, held monthly at The Rehabilitation Institute of St. Louis, contact Kathy Dolan at 314-658-3829 for information

Spinal Cord Injury Support Group

- Gateway to a Cure, contact Kathy Kinstler at 314-892-4724

Amputee Support Group

- Amputees Getting Into Life Energetically (AGILE), contact Karen Vaught at 314-658-3946 for information

Local Restaurants:

Imo's Pizza (314)535-4667 (dine-in, carryout, delivery)

4479 Forest Park Boulevard

Located across the street from the Forest Park (back) entrance of the hospital

Subway (314)652-3200 (dine-in, carryout)

4487 Forest Park Boulevard

Located across the street from the Forest Park (back) entrance of the hospital

Hon's Wok (314)535-7805 (dine-in, carryout, delivery)

4489 Forest Park Boulevard

Located across the street from the Forest Park (back) entrance of the hospital

Applebee's (314)454-6636 (dine-in, carryout)

4550 Forest Park Boulevard

Located at the corner of Forest Park and Euclid, inside the Parkway Hotel

St. Louis Bread Company (314)367-5999 (dine-in, carryout)

4561 Forest Park Boulevard

Located at the corner of Forest Park and Euclid, two blocks west of hospital

Tom's Bar & Grill (314)367-4900 (dine-in, carryout)

20 S. Euclid Avenue

Located at the corner of Forest Park and Euclid, two blocks west of hospital, next to St. Louis Bread Company

Domino's Pizza (314)367-2882 (carryout, delivery)
4583 Laclede Avenue
Additional restaurants are located north Euclid Avenue (two blocks west)

Local Hotels:

The Parkway Hotel (314)256-7777
4550 Forest Park Boulevard

Barnes Lodge (314)652-4319 – must live 50 miles or more from St. Louis
4520 Clayton Avenue

Best Western Inn at the Park (314)367-7500 or 800-373-7501
4630 Lindell Boulevard

Chase Park Plaza (314)633-1006
212 N. Kingshighway

Cheshire Inn and Lodge (314)647-7300 or 800-325-7378
6303 Clayton Road

Holiday Inn (314) 645-0700 or 800-465-4329
5915 Wilson Avenue

Red Roof Inn (314)645-0101 or 800-843-7663
5823 Wilson Avenue

West Pine Bed and Breakfast (314)531-3107
4200 West Pine Boulevard

Residence Inn by Marriott (314)289-7500
525 S. Jefferson Ave.

Rehabilitation Terminology

Activities of Daily Living (ADLs): These activities include bathing, grooming, dressing, etc.

Case Managers/Social Workers: These licensed/registered professionals provide overall coordination of your rehabilitative care. They will work with you and your family/caregivers regarding plans for discharge and also serve as a liaison between you and your family/caregivers, insurance carrier, treatment team and community agencies. They also assist you in obtaining resources and services in your community upon discharge.

Dietitians: Our registered dietitians are licensed professionals who are focused on your nutritional needs. They are dedicated to working with you to assure that your nutritional concerns are met. Our staff dietitians are available during the day, Monday through Saturday.

Occupational Therapists (OT): Our registered/licensed professionals emphasize improvement of your self-care skills (activities of daily living-ADL) such as bathing, dressing, and eating. They may focus on your arms, hands or finger movements to increase your independence with such daily tasks. They also address cognitive (thought) and perceptual (visual) deficits as they pertain to daily life.

Physical Therapists (PT): Our licensed therapists provide training with walking, transfer techniques and wheelchair mobility. They address strength, balance and coordination deficits. They may work with an orthotist or prothetist to provide training to increase independence with orthotic and prosthetic devices to improve your mobility.

Recreational Therapists: These registered professionals assist you with community reintegration. They help assimilate your leisure skills into your daily life. They host outings into the community such as to the movie theater, shopping or to a local restaurant.

Rehabilitation Registered Nurses (RN): Our licensed nurses will teach you and your family/care givers how to manage your healthcare needs after leaving the hospital.

Respiratory Therapists (RT): Our licensed professionals will focus on your respiratory muscle weakness or susceptibility to respiratory difficulties to help prevent further respiratory problems. Our therapists are available 24 hours a day, 7 days a week.

Speech Language Pathologists (SLP): These licensed professionals focus on improving communication skills, cognitive (thinking) skills and aid in swallowing function to improve functional independence. This may include activities to improve word-finding in conversation, decision-making, reasoning skills and diagnosis and treatment of swallowing problems.

Therapeutic Dining Program: This group program is for patients who require assistance with swallowing and feeding during meals. The goal of the program is to teach independent eating. The program is supervised by a speech language pathologist or occupational therapist.

