



Property of



Welcome!

We are delighted that you have chosen us to help you through this stage of your rehabilitation.

We'd like to introduce you to our Wellness Information and Tools for Health (WITH) program.

WITH provides you the information you need in one convenient source to help you get the most out of your rehabilitation stay.

Members of your rehabilitation team, including your case manager, doctors, nurses, pharmacist, dietician and therapists, will provide you with important information regarding your personal health and rehabilitation program. WITH will help you store that information so that it is easy to find.

The single most important thing you can do for yourself, your health and your recovery is to follow the program your rehabilitation team outlines for you.

We hope you will use WITH during your stay, and when you go home, please take it WITH you!

With best wishes for your health,

Dexanne Clohan, M.D.
Chief Medical Director

Mark Tarr
Executive Vice President, Operations



Welcome to The Rehabilitation Institute of St. Louis

Our mission is to take exceptional care of people by providing world-class rehabilitation services; delivering care in a compassionate, respectful and responsible way; and helping our patients live their lives to the fullest extent of their abilities.

GUEST SERVICES GUIDE

Rehabilitation takes a lot of work, and there is much to learn.

This guide will help you learn about your hospital room, your treatment team, and what to expect in our rehabilitation hospital.

Call Button and TV Control

You will find a small control device attached to your bed.

The **red button** calls for nurse assistance.

The **light bulb button** turns on your overhead light.

The **TV button** turns on the TV.

To **turn off the TV**, hold TV button down until TV shuts off.



Telephone

The telephone by your bed is easy to use:

- To get an outside line, dial 9 and listen for the dial tone.
- Long distance calls cannot be made directly from your phone unless using a calling card, collect call or other method. A hospital supervisor can assist you in making a long distance call from your phone if needed. Incoming calls can be received directly in your room.
- If you have any difficulty, dial 0 for assistance from the hospital operator.

Phone Numbers

My hospital room phone: _____

Department	Extension
Administration.....	314 658-3810
My case manager.....	_____
Nursing director	314 658-3806
Therapy director	314 658-3822



TV Channel Guide

0 TV Guide Interactive	28 USA	56 History
2 KTVI-FOX	29 Lifetime	57 National Geographic
3 CCIN - Charter Comm Info Network	30 HGTV/Home and Garden Television	58 Animal Planet
4 KMOV-CBS	31 AMC	59 TLC
5 KSDK-NBC	32 Nickelodeon	60 Turner Classic Movies
6 TBS	33 The Discovery Channel	61 Oxygen
7 WRBU-MyTV	34 A&E	62 Food Network
8 Jewelry Television by CAN	35 ESPN	63 Style
9 Local Access	36 ESPN2	64 Travel Channel
10 KETC-PBS	37 FS Midwest Network	65 E!
11 Government Access	38 CNN	66 Lifetime Movie Network
12 KPLR-CW	39 HLN	67 BET
13 WPXS-IND	40 MTV2	68 BET
14 QVC	41 VH-1	69 Comedy Channel
15 CSPAN	42 MTV	70 TV Land
16 CSPAN2	43 Speed Channel Comm Info Network	71 Spike TV
17 Univision	44 Golf Channel	72 Bravo
18 Government Access	45 Versus	73 SyFy
19 Shop NBC	46 CNBC	74 TruTV
20 Educational Access	47 MSNBC	75 G4
21 Local Access	48 FOX News Channel	76 CMT
22 Local Access	49 TNT	77 fx
23 WGN	50 ABC Family	78 Fox Movie Channel
24 KNLC-IND	52 The Disney Channel	95 Access Television
25 KEFN-CA-EWTN	53 Disney XD	96 Inspirational Network
26 Higher Education Channel	54 Cartoon Network	98 TV Guide
27 Home Shopping Network		99 The Weather Channel



Meals

Meals will be served to you in your room unless you require a therapeutic dining program.

Breakfast.....7:00 – 7:30 a.m.

Lunch.....11:30 a.m. – 12:00 noon

Dinner.....4:30 – 5:00 p.m.

- Drinks and snacks are available around the clock.
- Because you may have diet restrictions, we ask that your visitors check with the nursing station before bringing in food or beverage items. Please note only prepackaged food can be stored in hospital refrigerators.
- Guest meals are available to family members for a small fee.
- The cafeteria is located on the first floor and is open for breakfast and lunch Monday through Friday.

Breakfast.....7:00 – 9:30 a.m.

Lunch.....11:00 a.m. – 1:30 p.m.

Translators/Sign Interpreters/Special Needs

Translation services, as well as special aids for communication and safety, are available. Family members are encouraged to notify any team member if translation services, sign language, or modifications for decreased hearing, vision, speech or other special needs are required. We can help you with modifications for decreased hearing, vision, speech or safety.



Visiting Hours

Visitors are welcome daily from 8:00 a.m. to 9:00 p.m. Please remind them you will be in the gym for your therapy for a good part of the day on Monday-Friday. Additionally:

- An adult must watch children less than 12 years of age at all times.
- Sometimes the hospital limits visitors when it is best for your care and well being.
- You may request to meet with clergy at any time.
- You and your visitors are welcome to use our day room.

Pets

Personal pets are not allowed in our hospital, but exceptions are made for service animals. You may visit with your personal pets in the outdoor courtyard. Of course, leashes and cleanup are critical to all of our patients' health and safety.

Your Team

You and a team of specially-trained physicians, nurses, therapists and other health professionals develop a rehabilitation plan to help you safely return home. Team members will include most or all of the following:

Doctors

You will have a doctor with special experience in medical rehabilitation. You might also have one or more other doctors to manage other medical conditions.

Case manager

Your case manager is the person in charge of coordinating your care and is the link between you and your rehabilitation team. You and your case manager will discuss all the things that are important to you including your progress, your approximate leave date, equipment ordering, follow-up appointments, transition to home, and insurance issues.



Nursing

A nursing team specializing in rehabilitation care will manage your day-to-day medications, treatments, and overall care and comfort. They will help you apply skills learned in therapy to all of your daily activities.

Physical therapy

Physical therapists (PTs) and physical therapist assistants (PTAs) are specialists in helping you restore movement, walking, balance, muscle strength and flexibility.

Occupational therapy

Occupational therapists (OTs) and certified occupational therapy assistants (COTAs) are specialists in helping you relearn your daily activities such as bathing, dressing, and returning to home, work and play.

Speech-language pathology

Speech-language pathologists (SLPs) are specialists in helping you relearn speech, language, thinking and swallowing.

Respiratory therapy

Respiratory therapists (RTs) are specialists in helping you improve your breathing and safely use oxygen, inhaled medicines or other breathing aids.

Psychology

Psychologists and psychiatrists specializing in rehabilitation and cognitive therapy are available to help you and your family.

Pharmacy

Pharmacists and pharmacy staff provide information and support to all disciplines.

Friends and family

These valued members of your team will be trained in how best to help you with your rehabilitation and return to home.



Therapy Schedule

Once your physician, nurse and therapists have met with you, you will receive a therapy schedule.

Your treatment team will help you plan ahead so you can be rested, dressed and ready to participate in every one of your therapy sessions.

Measuring Your Progress and Outcome

Rehabilitation hospitals measure how much help you need to perform basic skills when you first arrive at the hospital. This is called your Functional Independence Measure score (FIM score). Below are 18 items measured on the FIM score:

- Eating
- Grooming
- Bathing
- Dressing upper body
- Dressing lower body
- Toileting
- Bladder
- Bowel
- Bed to chair transfer
- Walk/wheelchair
- Shower transfer
- Toilet transfer
- Stairs
- Comprehension
- Expression
- Social interaction
- Problem solving
- Memory

Gaining Independence

One or two days before you leave the hospital, your nurses and therapists will re-score your FIM to see how much you have improved and how well you have met your goals.



Setting Your Goals

You and your rehabilitation team will work together to set your specific rehab goals.

Things to be considered when setting your goals are:

- What are the minimum requirements for you to go home?
- What are the needs of your friends and family?
- What is reasonable considering your condition?
- What can you accomplish during your rehabilitation stay?

Remember, you will continue to improve after leaving the hospital!

My rehab goals:

Your Plan of Care

Once you set your goals, your rehabilitation team will create a plan of action. This plan will be reviewed with you by your case manager and team.

Team Conference

Your rehabilitation team will meet weekly to discuss your plan and progress in meeting your goals and help you plan for leaving the hospital. Following team conferences, your case manager will review the team's discussion with you.

Friends and Family

Friends and family are often encouraged to take an active part in your rehabilitation, but they must be specifically trained to do so. They will be asked to attend your therapy sessions to learn the best way to help you during your stay and once you are home.

Your Safety

Below are important tips regarding your safety:

- Do not get up alone until your nurse or therapist will tell you when it is safe for you to do this.
- Use safety devices such as canes, walkers and wheelchair brakes.
- Use the call button when you need assistance, or if you feel weak or dizzy.
- Wear non-skid footwear when out of bed.
- Turn on the overhead light when needed.
- Remind visitors to keep your path free of clutter.
- Call staff when there are spills on the floor.
- Notify staff of any electrical equipment brought into the hospital so we can check it for electrical safety.

Enclosed in your notebook is information on our hospital's fall prevention program.

Emergency Care

Physicians will visit you regularly, but there are times when there is not a physician in the hospital. A physician is always on call and available to consult with nursing staff. RNs are in the hospital 24 hours a day. Physicians and nurses are trained in emergency situations. In case of an after-hours emergency, an RN will assess the situation, provide emergency care and notify your physician. If necessary, we will call 911 and you will be transported by ambulance to an acute care hospital.

Hand Washing

Hand washing is the most effective way to protect from hospital germs. Please wash your hands before and after eating or using the restroom and periodically throughout the day. Sanitized wipes and hand-hygiene gels are readily available throughout the hospital. Remind staff caring for you to wash their hands also.

Enclosed in your notebook is the Speak Up brochure on hand washing.

Restraints

Federal, state and other regulating bodies recognize that restraining patients can be unsafe and encourage all hospitals to move toward restraint-free environments. If safety becomes an issue because of your condition or in an emergency, your team will meet and discuss the least restrictive way to keep you safe. We will never use restraints for discipline or staff convenience.

Smoking

No smoking is permitted in the hospital or on the grounds for visitors. Smoking is not an automatic right. Patients may be allowed to smoke on the designated patio once approved by the physician. This decision will be based on the patient's medical status and safety considerations.

Fire Alarms

Routine testing of fire alarms occurs on a regular basis. When the alarm sounds, please remain where you are until a staff member can direct you. You will be notified when it is safe to move around the building.



Your Medications

You will be asked to provide a list of your usual home medications (prescribed and over-the-counter), including herbs and supplements. As new medicines are prescribed, our nurses and pharmacy staff will educate you on how to safely take your medications and how to avoid and recognize danger signals of side effects. Please feel free to ask questions about your medications.

Before you leave the hospital, you will be given medication safety instructions and a list of medications and supplements you will continue at home.

Please review the Speak Up brochure on medications included in your notebook.

Your Pain Management

At our hospital, you have the right to effective control and management of your pain.

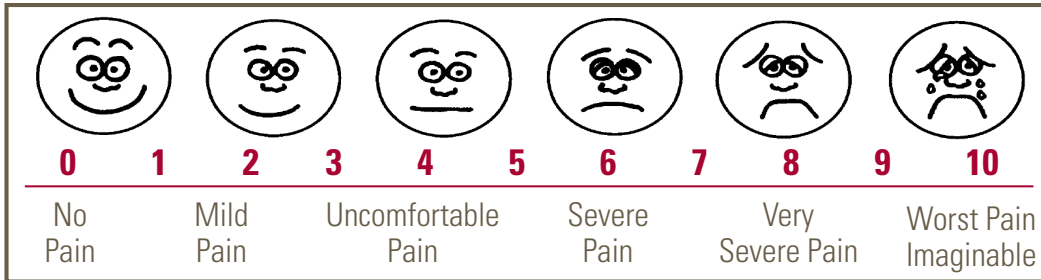
You can expect:

- Information about pain and pain relief measures
- Physicians and staff committed to pain prevention and management
- A quick response when you report pain
- State-of-the-art pain relief management

Please remember to:

- Ask your doctor or nurse about options and concerns regarding your pain management.
- Work with your team to develop a personal plan for pain relief.
- Ask for pain relief as soon as the pain begins.
- Tell your doctor or nurse if your pain is not relieved.

PAIN SCALE



Our staff and physicians will be asking you to rate your pain on a scale from one to ten.

Your Satisfaction

You may receive a confidential Patient Questionnaire after you leave the hospital. Please complete the questionnaire to let us know your perception of the care you or your family received. We want your experience to be positive so that you will definitely recommend our services. Should any concerns arise during your stay, please voice your concern to any staff member who will attempt to resolve the situation and forward your concern to the appropriate supervisor.

If your concern is not resolved to your satisfaction, please request to speak to one of the following:

- Director of quality management.....314 658-3824
- CEO.....314 658-3810

After normal business hours, request to speak to the nursing supervisor on call.



If the hospital cannot resolve your concern, the following organizations are accessible to patients and family members:

Missouri Department of Health Services
920 Wildwood
Jefferson City, MO 65109
573 751-6400

The Joint
Commission
(info to follow)

Hospital Accreditation

Our hospitals are accredited as acute care hospitals by The Joint Commission. Our Joint Commission certificate is posted in the main lobby.

The Joint Commission establishes standards for the care we provide to you and the surroundings in which we provide that care to you.

The Joint Commission may inspect our hospital at any time. At least every three years, The Joint Commission conducts an unannounced survey to measure our compliance with the standards.



If you have any quality of care or safety concerns that aren't easily resolved within our hospital, you may contact The Joint Commission via:

- Email: complaints@jointcommission.org
- Fax: Office of Quality Monitoring 630 792-5636
- Mail: Office of Quality Monitoring

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

- If you have questions or concerns about how to file your complaint, you may contact The Joint Commission at 800 994-6610, weekdays 8:30 a.m. to 5:00 p.m. Central Standard Time.

Your Concerns

If you have any concerns during your stay, please SPEAK UP.

Speak up if you have questions or concerns.

Pay attention to your care.

Educate yourself about your care.

Ask a trusted family member or friend to be your advocate.

Know your medications.

Use an accredited hospital.

Participate in your care decisions.

Please read the
Speak Up brochures
enclosed in your
notebook.



Smile

We would love to pass on your positive comments to our doctors and staff. You may do this by completing a Smile form (included in your packet) or a Communication Action form (blue paper). For your convenience, we have boxes and forms posted in the nursing unit

Your Insurance and Billing

Your case manager will assist you with insurance benefit questions. Please give a copy of your insurance identification cards or your Medicare identification number and driver's license at the time of admission to assist us in the processing of your insurance claims. Our hospital will bill Medicare or your insurance company. You will receive a bill for any amount due from you. Physician services are not a part of your hospital bill (Medicare and commercial insurances). You will receive a separate statement from any physician involved in your care and recovery. A bill may be requested from the business office.

Your Rights and Responsibilities

We recognize and respect your right under state law to make decisions regarding healthcare, including the right to accept or refuse treatment, and the right to formulate an advance directive. A Patient Rights and Responsibilities brochure has also been included in your notebook. A framed copy of a Patient's Rights and Responsibilities is posted. If you should have any questions, ask your case manager.



Your Advance Directive

An advance directive is a written instruction for healthcare decisions, which is recognized under state law. Doctors and hospitals must abide by your directives. Some of these directives are

- Medical power of attorney
- Living wills
- DNR (do not resuscitate) specifics

If you should have any questions, ask your case manager.

Information about advance directives has been included in your admission package.

Difficult Decisions

Decisions regarding care may raise questions, conflicts or other dilemmas for the hospital, the patient, the patient's family or other decision makers. Some dilemmas may arise concerning issues of admission, treatment or discharge. Sometimes these dilemmas can be difficult to resolve. We have specific procedures to address such dilemmas. If you or your representative has such a question or conflict, notify your case manager or charge nurse who will initiate the process for you.



Protecting Your Privacy

The Federal Privacy Regulation (the Health Insurance Portability and Accountability Act or HIPAA) limits the way we use your health information. “Notice of Privacy Practices” is posted and is included in your notebook.

Hospital doctors and staff may only disclose your health information if it is directly relevant to a family member or other person identified as being involved in your care. If you object to the disclosure of your health information to a family member or friend, then the hospital personnel may not share the information with that person.

If you do not wish to have your name listed on the patient directory, you must notify your nurse. Otherwise, the staff will direct calls or visitors to your telephone number and room.

Your Medical Record

Please contact the hospital Health Information Management System (HIMS) for assistance with access to your medical record, if needed. Each HIMS department has release of information policies based on its state requirements and HIPAA and therefore will ask for the appropriate paperwork, etc.

Transportation

It may be necessary during your stay to leave the hospital for a diagnostic test or doctor’s visit. Families are asked to provide transportation or use a transportation company for outside doctor visits not ordered by your rehabilitation physician(s). The hospital case managers can help with arrangements for transportation.

In many cases your insurance company will NOT cover transportation. Your case manager can help you determine coverage.



Leaving the Hospital

While leaving the hospital (also known as discharge day) is exciting, it can also be tiring. So here's what happens to make your move easier:

- The doctors and nurses confirm that you're ready for discharge.
- You are encouraged to relax and enjoy a good breakfast.
- The person who will be transporting you is welcome to arrive about 9:00 a.m. to assist you in packing your personal things unless you would prefer to have someone on your care team help you pack.
- Generally all the administrative details like prescriptions and discharge instructions are ready for you to leave with by 11:00 a.m.
- If durable medical equipment (DME) is required for home, your case manager can assist you in acquiring the equipment. Please do not remove hospital equipment.

Discharge Instructions

You will be given discharge instructions by your rehabilitation team. Instructions will include important safety and follow-up information. Please keep this information in your notebook so it is easy to find.

Outpatient or Home Care Services

If your physician identifies continued rehabilitation needs after discharge, you will be referred to outpatient or home care. The case manager will schedule your outpatient therapy prior to the inpatient discharge.

Thank you for trusting us with your rehabilitation. We will do our very best for you. And remember, we enjoy having former patients drop by to let us celebrate their continued progress.