

# REHAB PATIENT GUIDE



**NORMAN  
REGIONAL**  
Inpatient Rehabilitation



# WELCOME

Welcome to The Rehabilitation Center at Norman Regional Health System.

Our goal is to help you continue your recovery and get back to living your life. Our team of highly trained professionals, along with state of the art equipment and a compassionate spirit, is here to assist you on your journey home.

This patient guide is designed to answer questions you or your family may have as you prepare for the next step in your rehabilitation recovery. Please do not hesitate to ask any questions before or during your stay.



## WHAT OUR PATIENTS ARE SAYING

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A source of pride for The Rehabilitation Center at Norman Regional Hospital is what our patients say about us. We strive to care for each patient as though they are family by giving each patient the time and care they deserve. Our survey scores for 2017 reflect this attitude.

**100%**

of our patients say they would recommend  
The Rehabilitation Center.

**97.4%**

of our patients ranked The Rehabilitation Center as a  
9 or 10 out of 10 compared to other Rehabilitation Centers.

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## OUR COMMITMENT TO YOU

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***Norman Regional Rehabilitation Center is accredited by the Joint Commission.***

The Rehabilitation Center chooses to participate in a rigorous review of its services every 3 years by Joint Commission. The mission is to work with accredited providers to improve and enhance the quality of life for the individuals receiving services, as well as their loved ones. Accreditation demonstrates a provider's commitment to continuously improve service quality and to focus on the satisfaction of the persons served.

Our team members embrace the mission, vision, and core values of Norman Regional Health System through:

- Service Excellence and Exceptional Kindness
- Provision of quality clinical and customer related services
- Fairness and honesty in all interactions with the public
- Adherence to professional codes and practice guidelines
- Ethical practices in all marketing and public relations activities

### ***I Live The Norman Way***

Norman Regional Health System is committed to excellent customer service and care. The Norman Way is the way healers do things, the way we show our commitment. The Norman Way is all of us working together to create an environment where we want to work and where patients choose to be treated.

The Norman Way begins with your care team and extends to visitors and guests as we welcome them into our house. The Norman Way concludes with a feeling of pride and loyalty in the care and treatment you or your loved one receives.

## PROGRAMS AND SERVICES

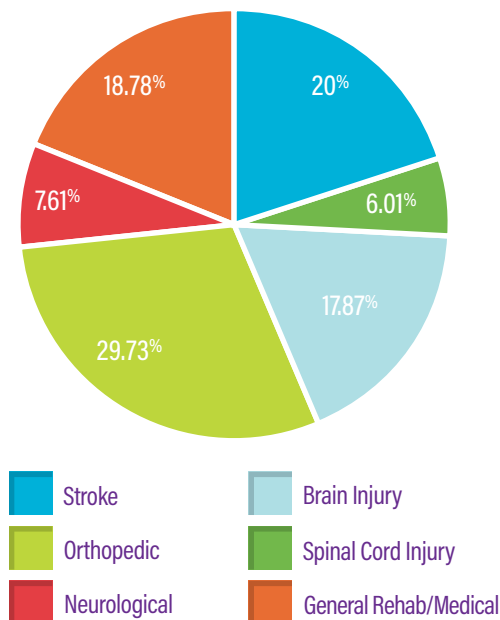
The Rehabilitation Center provides a wide range of treatment programs to assist patients who have suffered functional loss due to a disabling illness or injury including but not limited to the following:

- Stroke (CVA)
- Major Multiple Trauma
- Brain Injury
- Amputation
- Congenital Deformity
- Spinal Cord Injury (Degenerative and Traumatic)
- Complex Orthopedic Injuries
- Cardiac Conditions
- Pulmonary Disorders
- Neurological Disorders:
  - Multiple Sclerosis
  - Parkinson's Disease
  - Guillain- Barre' syndrome
  - Muscular Dystrophy
  - Polyneuropathy
  - Myasthenia Gravis



## PATIENT DIAGNOSIS MIX AND OUTCOMES FOR 2020

### PATIENT DIAGNOSIS MIX



### OUTCOMES

	The Rehab Center	NATION
Average Stay (days)	12.13	14.19
Average Age	73.61	67.28
Discharge to Community	80.18%	78.17%
Admission FIM (functional improvement measure)	35.59	38.97
Discharge FIM (functional improvement measure)	63.57	62.25
FIM Change (functional ability gained)	23.98	23.28





## ADDITIONAL SERVICES AVAILABLE

A non-denominational church service is available in The Rehabilitation Center dining room each Sunday at 12:30 p.m. Our hospital chaplains are available daily and can be contacted at 405-307-1023. After hours, a chaplain can be paged by your nurse.

- Telecommunications Devices for the Deaf (TDD) are available upon request. Please contact your nurse or case manager regarding these services.
- Transitional Living Apartment where patients and families can practice daily living tasks.

- Our beautiful outdoor Independence Park is designed to simulate various outdoor surfaces to assist with community task reintegration.
- Pet Therapy
- Computer based therapy activities
- Video game based therapy activities
- Home Safety Evaluation Program
- Community Reintegration Program
- Wound Care Specialists
- Respiratory Specialists
- Support Groups

## SPECIAL TECHNOLOGY

Your therapy time will be well spent with the assistance of our highly-trained therapy staff and use of our state of the art equipment listed below.

- Vital Stim
- Saebo Systems
- LiteGait
- Interactive Metronome
- BITS (Bioness Integrated Therapy System)
- Walkaide
- Clinical iPad
- Car Simulator
- Wii Gaming Console
- Biodex





## ADMISSION CRITERIA AND PROCESS

The Admission Process begins with a physician order, followed by a referral to our facility. Our Admissions Liaison will correspond with the referring facility's Case Manager to obtain clinical information and meet with the patient and family. The information obtained will then be presented to our Rehabilitation Physician, who will determine the appropriateness of inpatient rehabilitation admission.

Requirements for admission to the Rehabilitation Center are that the patient is clinically stable, has ongoing medical needs that require close supervision of a physician, and can tolerate and be willing to participate in an intensive rehab program consisting of 3 hours of therapy per day for 5 days a week, or 15 hours a week.

If after being admitted to our facility a patient is not tolerating 3 hours of therapy a day, is not able to fully participate due to an ongoing medical condition, or declines to fully participate for any reason; they will be discharged as soon as possible to another level of care (the Case Manager will assist with other discharge options).

Upon being accepted for admission our Liaison will coordinate with the Case Manager at your facility to obtain discharge orders and arrange transport to our facility.

## OUR TEAM

The Rehabilitation Center has a knowledgeable, experienced, and compassionate team of licensed and certified rehabilitation professionals that will help you progress towards your goals. Our dedicated multidisciplinary treatment team includes:

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## Admissions Liaisons

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Our Admissions Liaisons are Registered Nurses, who will be your first point of contact. They will guide you through the admissions process.

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## Physicians

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Our Medical Director is a physiatrist, specially trained in Physical Medicine and Rehabilitation (PM & R) who will coordinate your overall treatment program. Internal Medicine Physicians, and other consulting medical specialty physicians will see you as needed.

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## Physical Therapists

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Physical therapists will teach you exercises to assist in improving your balance, strength, and mobility. This may include instructing you on safe and correct use of mobility devices such as walkers, canes, wheelchairs, braces, and artificial limbs.

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## Occupational Therapists

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Occupational therapists focus on improving your everyday living skills including bathing, dressing, and eating. This may include training you to utilize equipment that will help you better perform these tasks more easily and successfully.

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## Speech Therapists

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Speech therapists will assess and treat your ability to communicate, problem solve, and reason. They may also provide treatment for swallowing difficulties.

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## Rehabilitation Nursing Staff

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The rehabilitation nursing staff will provide you with 24 hour care and are a good resource for questions you or your family may have about your recovery.

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## Team Members

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Other team members who may assist you include a dietician, neuropsychologist, psychiatrist, orthotic/prosthetic consultant, pharmacist and chaplain.

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## Case Manager

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Your case manager will explain the different details of your stay, explore with you possible changes to your daily life, and assist with discharge planning to include making arrangements for transfers to other facilities, securing needed home health or outpatient services and/or obtaining needed durable medical equipment.

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## WHAT YOU CAN EXPECT

You will have a private room with your own bathroom and shower. Your days will begin early and will be filled with activities. Breakfast is served at 8 a.m. followed by morning sessions of therapy. Lunch will be served at 12:15 p.m. followed by afternoon sessions of therapy. Therapy schedules will vary based on individualized needs. Dinner is served at 5 p.m. Your family is welcome to join you for meals. They may purchase meals from the Cafeteria Line, Grill, or The Daily Grind on campus or bring their own food from outside the facility.

All meals are served in our community dining area. After dinner you are free to visit with friends and family, utilize the public access computer with internet, watch television in the Family Entertainment Area, or just relax in your own private room.



Transitional Apartment



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## HOW LONG YOU WILL STAY

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***Our overall average length of stay for 2020 was 12.13 days.***

Many factors influence your length of stay including severity of injury, previous health status, and medical complications. The Rehab Team will determine an estimated length of stay for you based on their evaluations after your admission. A case manager will keep you updated on the Teams recommendations.



## WHAT YOU SHOULD BRING

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During your stay at The Rehabilitation Center, you will be physically active. Please bring a week's worth of loose, comfortable clothing.

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- ☐ Shirts- T-shirts, pullovers
- ☐ Sweatpants or lounge pants (something with elastic waist)
- ☐ Socks and undergarments
- ☐ Shoes with good support and rubber soles
- ☐ A robe and night clothes
- ☐ Sweater or sweatshirt
- ☐ Personal items such as eyeglasses, hearing aids, dentures, and toiletries
- ☐ Items to make you feel at home such as photographs, plants, pictures
- ☐ Hobby items such as books, puzzles, and sewing projects.

***Patient's personal laundry is the responsibility of the patient or their family. For your convenience a washer and dryer are available after 5:30 p.m. during the week and anytime during the weekend. Laundry may also be included as part of the patient's therapy process.***

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## THERAPY SERVICES

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Based on your current rehab needs and your diagnosis you will receive the following therapies:

**OT:** \_\_\_\_\_ *hours per day*

**PT:** \_\_\_\_\_ *hours per day*

**ST:** \_\_\_\_\_ *hours per day*

As you progress in the program  
this may change.



## PAYOR SOURCE INFORMATION

Medicare pays for the cost of inpatient rehabilitation provided you meet criteria at admission and during your stay. The Rehabilitation Center Medical Director will make the decision whether you meet criteria, but it is always subject to review from Medicare. This is further explained in the Admission Process section of your guide.

Private insurance and managed care benefits will be verified prior to admission and pre-authorization for admission obtained. Throughout your stay, hospital utilization review personnel will work with your insurance to obtain continued authorization as needed.

Private payment can be arranged through Patient Financial Services by calling 405-307-1318.

Persons without insurance coverage are admitted only after approval by the health system's administration.

Third party funding sources such as Worker's Compensation and Vocational Rehabilitation can be explored as needed.

### ***If Medicare is your Primary Insurance:***

You are covered for up to 90 days per benefit period. The first 60 days are covered at 100% (excluding physician charges) after your deductible is met. Medicare pays only 80% of the next 30 days. The remaining portion of \_\_\_\_\_/day is your financial responsibility. If you have a secondary insurance or Medicare supplement it may cover some of these expenses.

It is estimated that you have \_\_\_\_\_ Medicare days remaining. Estimation of remaining days is not a guarantee of payment.

### ***Commercial Insurance Company:*** \_\_\_\_\_

was contacted regarding your benefits for acute rehabilitation and verified the following coverage:

1) Co-pay \_\_\_\_\_ 2) Pays at \_\_\_\_\_ % after deductible met

3) Deductible \_\_\_\_\_ Met \_\_\_\_\_

Out of pocket max \_\_\_\_\_ Met \_\_\_\_\_

Pre-Authorization Required? \_\_\_\_\_ Yes \_\_\_\_\_ No

If pre-authorization is required, your insurance company will be contacted to obtain authorization prior to your admission to our facility. Pre-authorization is not a guarantee of payment.

## FAMILY ACCOMMODATIONS

A family member may stay with you during your stay as long as it does not interfere with your therapy. Sleeper recliners are available by request. For those who live out of town, there are several hotels located along Interstate 35.

- Embassy Suites
- Courtyard by Marriott
- Hilton Garden Inn
- Fairfield Inn & Suites
- LaQuinta Inn & Suites
- Country Inn & Suites

We also have designated RV parking areas located in the South entrance parking lot.



Hospitality House





## OUR FACILITY

The Rehabilitation Center at Norman Regional Health System is located on the third floor in Norman Regional Hospital; 901 N Porter Ave. Ample parking is available. We recommend patients enter the facility at the South Entry. Go to the second set of elevators (B elevators). When you arrive on the third floor, The Rehabilitation Center is on your left.

## TOBACCO FREE POLICY

We ask that you and your family do not smoke, chew tobacco, or use electronic cigarettes/vapors on our campus.

# NONDISCRIMINATION STATEMENT

## DISCRIMINATION IS AGAINST THE LAW

Norman Regional Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Norman Regional Health System does not exclude people or treat them differently because of race, color, national origin, age, disability, sex or gender identity.

Norman Regional Health System:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

For assistance with these services please contact the Patient Liaison (405-307-1060) or the Compliance/Regulatory Officer (450-307-1405).

If you believe that Norman Regional Health System has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex or gender identity you can file a grievance with:

**Patient Liaison** – 901 N. Porter. Norman, OK. 73071 • Phone: 405-307-1060 • Fax: 405-307-1433  
Email: **NonDiscrimination@nrh-ok.com**

If you have questions on how to file a grievance related to discrimination you may contact the Patient Liaison (405-307-1060) or the Compliance/Regulatory Officer (405-307-1405).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**Dallas Office: U.S. Department of Health and Human Services – Office of Civil Rights**  
1301 Young Street Ste 1169, Dallas, TX 75202 • [www.hhs.gov/ocr](http://www.hhs.gov/ocr) • 1-800-368-1019 or TDD 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### English

ATTENTION: si habla español, language assistance services, free of charge, are available to you. Call 1-405-307-1060.

### Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-405-307-1060.

### Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-405-307-1060.

### 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-405-307-1060。

### 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-405-307-1060.

### Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-405-307-1060.

### ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-405-307-1060.

### اُردو (Urdu)

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں: 1-405-307-1060

### العربية (Arabic)

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (رقم هاتف الصم والبكم: 1-1060-307-405).

### မြန်မာစာ (Burmese)

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကားကို ပြောဆိုပါက သာသနာရေးက အကူအညီ အခမဲ့ သင့်အတွက် စီစဉ်ပေးသောစကားပြောဝန်ထောက် ဖုန်းနံပါတ် 1-405-307-1060

### Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-405-307-1405.

### Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-405-307-1060.

### Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-405-307-1405.

### ພາສາລາວ (Lao)

ໂປດລາວ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-405-307-1060.

### tsalagi gawonihisdi (Cherokee)

Hagsesda: iyuhno hyiwoniha [tsalagi gawonihisdi]. Call 1-405-307-1060.

### فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. یا 1-405-307-1060 تماس بگیرید.

## NOTES



**NORMAN  
REGIONAL**  
Health System



**NORMAN  
REGIONAL**  
Inpatient Rehabilitation

901 N Porter Ave., Box 1308  
Norman, OK 73030-1308  
***NormanRegional.com***

If you would like to visit our facility,  
please call 405.307.3863.

We would appreciate the  
opportunity to give you a tour.