

## Welcome

Thank you for choosing NHRMC Rehabilitation Hospital to help you as you learn to regain some of the abilities lost through your injury, illness or condition.

We understand the challenges you face and are prepared to guide you through the process. We will help you with the skills and expertise we have developed through years of training and experience. Combined with compassion and motivation, we will also help you overcome obstacles and celebrate your successes.

Please take a moment to read through this guide. If at any time we do not meet or exceed your expectations for excellent service, please let us know. We welcome your feedback.

## Mission

Leading Our Community to Outstanding Health

## The Rehabilitation Team

<b>Physician</b>	The rehabilitation doctor (physiatrist) works to restore your best function and coordinates your rehabilitation plan of care. The Medical Staff of Coastal Rehabilitation Medicine Associates provides rehabilitation management services at NHRMC Rehabilitation Hospital. If you have other medical management needs, hospitalists or other consultants may be involved in your care.
<b>Case Manager</b>	Case managers act as a link between you, your insurer or other payer, and the treatment team. They also provide you and your family with weekly progress updates, schedule meetings and education, and coordinate your discharge.
<b>Rehabilitation Nursing</b>	In addition to their usual nursing roles, rehabilitation nurses teach you and your family/caregivers about how to take care of yourself and behaviors to improve your health.
<b>Occupational Therapy (OT)</b>	The OT staff will focus on daily living tasks such as bathing, dressing, homemaking tasks and personal hygiene, as well as problem-solving, decision-making and energy conservation skills. Your therapist may work with you to develop your

	upper body strength and coordination. OT also gives you instruction in using adaptive equipment.
<b>Physical Therapy (PT)</b>	The PT staff works with you to learn skills to build strength and endurance. They help to improve coordination, balance, movement and/or walking. PT will focus on activities to improve your head and trunk control, sitting balance, joint range of motion and basic function.
<b>Speech Therapy (ST)</b>	The speech language pathologist works with you if you have problems with swallowing, communication, thinking, memory and problem solving.
<b>Consulting Specialists</b>	You may require the assistance of additional specialists. Staff is available to assist you if you have need for social work services, psychological or counseling services, nutrition, respiratory services or recreational therapy.

## **Billing**

Your inpatient stay will be billed by NHRMC. This includes nursing care, therapy, radiology, laboratory, pharmacy, and any medical services provided by NHRMC. Services provided by doctors or consultants will be billed by their offices. Rehabilitation physician fees are billed by Coastal Rehabilitation Medicine Associates (910.667.8892, 2800 Ashton Drive, Wilmington, NC 28412).

## **Your Rights**

You have the right to accept care and the right to refuse care. Your doctor, case manager, or social worker can answer questions you have about your rights and responsibilities in the rehabilitation program.

Your admitting nurse will review with you the Patient Bill of Rights. You can get information about Advanced Directives, "Do Not Resuscitate" measures, Living Wills, or Medical Orders for Scope of Treatment (MOST). The staff can also explain to you the process for non-voluntary discharge or discharge against medical advice if you disagree with your plan of care or chose to leave the facility before your rehabilitation team advises.

Please ask our staff if you have any questions about your rights. You may also contact the Patient Advocate Line (PAL) for any questions, concerns or complaints by calling 910.667.7771.

NHRMC Rehabilitation Hospital participates in education and research. You have the choice whether you wish to participate in research studies or to receive care from a student.

## **Your Role**

At NHRMC Rehabilitation Hospital, you are an important member of the care team. You will be involved in making decisions about your care and remain informed of changes in your treatment plan. You have the right to express your choice in the types of service you receive.

When you choose to come to the inpatient rehab unit, you are agreeing to participate in at least three hours of therapy a day, five out of seven days. These do not have to be back-to-back sessions, and you will be given rest breaks.

If you are not feeling well, and you do not want to go to therapy, you have a right to refuse. However, progress takes a commitment from the entire care team, including the patient. Refusing to attend therapy for more than a day or two without proper cause can result in being discharged to your home or being transferred to a different level of care, such as a skilled nursing facility. The team will make every effort to help you so you can continue your treatment here.

Please ask your physician or case manager if you are interested in a therapeutic pass with your family. Please be aware that not all insurance providers will approve a therapeutic pass.

## **Admission to Inpatient Rehabilitation**

NHRMC Rehabilitation Hospital provides services to many types of patients. In 2019, we served 785 patients. The average age of our patients was 63.68 years old. We had ten patients between the ages of 12-18.

Patients who come to an inpatient rehabilitation hospital must, per federal regulation:

- Require at least two different types of therapy (physical, occupational, and/or speech therapy)
- Be able to actively participate in at least three hours of therapy per day

- Have medical conditions that require the hospital setting which includes at least daily management of the plan of care by a doctor and 24/7 rehabilitation nursing care
- Have potential for reasonable progress in a reasonable time
- Have a reasonable expectation to return to a home setting

## **Discharge From Inpatient Rehabilitation**

In 2019, 84.46% of our patients returned to the community setting, usually after a 16.18 day-stay at NHRMC Rehabilitation Hospital. Many of our patients continued to receive some type of services facilitated by the rehabilitation hospital staff to help plan the transition to outpatient therapy or home health.

Patients may be discharged from NHRMC Rehabilitation Hospital when:

- They no longer require the level of care provided by the hospital
- Functional status has improved, and they are able to safely transition to a different level of care
- Caregivers have had training to support the patient's needs
- They are not able to participate in the intense therapy program
- They refuse to participate in the rehabilitation plan of care
- They choose to leave the facility against medical advice

Patients and caregivers are very involved in planning for transition and discharge from NHRMC Rehabilitation Hospital.

## **Rooms**

Rehabilitation nursing is provided around the clock. You will be assigned to a semi-private room unless other accommodations are medically necessary. Each room has been carefully designed to allow you space to move around easily. Each patient has a telephone at the bedside, cable television and access to wireless Internet.

## **Therapy**

Therapy is often provided in the NHRMC Rehabilitation Hospital's 3,000-square-foot gym where you can work with many forms of therapies and exercises. We also offer a smaller gym for those who need a quieter space in which to focus on learning. Each of the assigned tasks is designed to help you gain the strength or skill to be able to function independently.

Some activities may take place individually with a therapist while others will be conducted as part of a group. This allows patients both the time needed to work on skills by themselves, and an opportunity to interact and learn from others during group sessions. The skills you learn in therapy will be reinforced and practiced with the nursing staff on the patient units.

Our gym is home to “Easy Street” where you will learn to move around in an area of streets, a beach, restaurant and a car. Pool therapy is also available.

## **Visiting Hours**

We know that having visitors can be an important part of your recovery. Caregivers who are coming in to learn how to help you at home can participate during the therapy day. However, so as not to interrupt therapy, we ask that social visitors come at these times:

Monday-Saturday: 4:00-8:00 p.m.

Sunday: 12:00-8:00 p.m.

All visitors should check with the nurses' station before visiting a patient.

## **Parking**

For rehabilitation patients and visitors, parking is available directly in front of NHRMC Rehabilitation Hospital as well as in the lot located in front of NHRMC Behavioral Health Hospital right next door. Both areas are easily accessed from Savannah Court.

## **Accommodations**

In private rooms, a recliner is made available for a family member directly involved in the patient's care.

The SECU Family House at New Hanover Regional Medical Center is a non-profit organization located across the street from the main hospital. They provide overnight accommodations for loved ones and request a \$35 nightly fee to offset costs. Financial assistance may be available if you meet certain criteria. For reservations, please call 910.763.2130. Shuttle service is available for transport to and from NHRMC.

We will be happy to assist with giving information about local hotels upon request, including:

Hampton Inn Medical Park

910.619.9879

2320 S. 17<sup>th</sup> Street, Wilmington, NC  
910.796.8881

(Located less than a mile from our campus, they offer a 10% discount if your family member is a patient in the hospital)

## **Clothing/Personal Belongings**

As part of the rehabilitation process, you will not use a hospital gown. You will dress in your own clothes each day.

Please bring several days supply of clothing and personal items labeled with your name including:

- Comfortable, loose-fitting clothes with few buttons, zippers or hooks; Casual clothes, jogging suits, or sweat pants are great for exercise.
- Underclothes and socks
- A sweater or light jacket for indoor use
- Coats or jackets as needed for the season
- Comfortable shoes that fit well, give support, and are low-heeled with a nonskid sole. Patients with spinal cord injuries should bring shoes that are one size or one-half size larger than normally worn.
- Sleepwear
- Personal care items such as shampoo, deodorant, makeup, toothbrush, toothpaste, denture cleaner, etc.
- Shavers, hair dryers, curlers, radios, clocks, etc. (must be checked and approved for safety)
- Hearing aids and eyeglasses
- Medical equipment that you already have such as cane, walker and/or wheelchair

## **Laundry**

Your family and friends can take your laundry home or elsewhere for cleaning. If this does not work, there is a washer, dryer and laundry soap available on the Rehabilitation Hospitals 2<sup>nd</sup> floor North wing for you and your family to use. Please make sure to label your clothes and remove them from the dryer promptly so they do not get misplaced.

## **Valuables**

We encourage all patients to send valuables home with a family member if possible. However, if you need to bring them to the rehabilitation hospital, our staff can assist you in locking them up in a secure place until you are discharged.

## **Worship Services/Spiritual Care**

A chaplain is available to patients at any time, or your own clergy may visit you.

You may call NHRMC's Spiritual Care Department anytime at 910.667.7014.

## **Meals**

NHRMC Rehabilitation Hospital participates in the same "At Your Request" - Room Service Dining® that is used in the main hospital. You will have the opportunity to order your meals, with assistance from staff if needed. You may chose to eat in your room or in the dining area.

### **Meal service**

- Breakfast approximately 7:00 a.m. (order before 7:00 p.m. the night before)
- Lunch approximately 11:45 a.m. (order placed by 10:00 a.m.)
- Dinner approximately 5:00 p.m. (order placed by 3:30 p.m.)

Visitors are welcome to dine in the cafeteria, the Au Bon Pain Café & Bakery, Lighthouse Café or to order a guest tray.

### **Au Bon Pain Café Bakery**

Au Bon Pain Café Bakery is located on the first floor of the Zimmer Cancer Center. offers a wide variety of delicious, flavorful, and healthful foods for breakfast, lunch, dinner, and in between as well as a distinctive catering menu.

#### **Hours:**

Monday-Friday: 6:00 a.m.-2:00 a.m.

Saturday-Sunday 11:00 a.m.-2:00 a.m.

### **Cafeteria**

The cafeteria is located on the ground floor of the main hospital. The cafeteria features a variety of hot meals, a sandwich station, special station and full salad bar.

**Hours:**

Monday-Friday: 6:15 a.m. - 8:00 p.m.

Saturday-Sunday: 6:15 a.m. - 2:00 p.m.

**Lighthouse Café**

The Lighthouse Café is located on the ground floor of the NHRMC Betty H. Cameron Women's and Children's Hospital. The café features breakfast, sandwiches, individual pizzas, panini sandwiches and an outdoor patio.

**Hours:**

Monday-Friday: 7:00 a.m.-6:00 p.m.

**Starbucks Kiosk**

There is a Starbucks kiosk located in the Surgical Pavilion waiting room. The kiosk features Starbucks coffee, bottled beverages, snacks, wrapped sandwiches and salads.

**Hours:**

Monday-Friday: 6:00 a.m.-4:00 p.m.

**Room Service Guest Trays**

Guest trays are available for visiting guests and family members. Guest tray vouchers can be purchased for \$6 at any dining locations (Visa, MasterCard, or cash).

To order a guest tray, call ext. 8646, or from an outside line, call 910.667.8646.

**Smoking**

As part of NHRMC, the rehabilitation hospital is a tobacco-free facility; electronic cigarettes are also not allowed. Your physician and nurse can assist you if you need help to stop smoking.

**Medications**

All medication is provided by NHRMC and is given to you as ordered by your doctor. Please bring a list of medications you currently take.

If you bring your medications to rehabilitation, your nurse will give them to your caregiver to take home. The NHRMC Outpatient Pharmacy, located on the main concourse, is a convenient resource for filling prescriptions before discharge.

## **Medical Services**

In addition to the rehabilitation management provided by staff at NHRMC Rehabilitation Hospital, other medical services are available. Diagnostic imaging, radiology, laboratory services, pharmacy services, respiratory therapy, nutrition services, and other similar medical services are provided by onsite NHRMC personnel.

## **Physicians**

While you are at NHRMC Rehabilitation Hospital your medical care will be shared by two teams of physicians and physician assistants. The first team will be the rehabilitation medicine team. If you have medical issues, you may be seen by a team of hospitalists or specialized consultants.

Most rehabilitation physician rounding occurs on weekday mornings between 7:00 and 10:00 a.m. Physicians work closely with the nurses and therapy staff. They attend weekly team conferences during which your progress will be discussed and an estimated discharge date will be determined.

Rehabilitation physician services at NHRMC are provided by contract with Coastal Rehabilitation Medicine Associates, PA (CRMA), 2800 Ashton Drive (910.794.8892).

### **Rehabilitation medicine services are provided by:**

#### **John Liguori, MD, MS, FAAPM&R**

Dr. Liguori has been the medical director of the NHRMC Rehabilitation Hospital since the facility opened in 1994. He is board certified in Physical Medicine and Rehabilitation (PM&R) and is a board examiner for the specialty. He is a member of the North American Spine Society and is board certified by the American Academy of Pain Management.

Dr. Liguori obtained his Bachelor of Science degree from Ramapo College of New Jersey, a Master of Science degree from Rutgers University, and a Doctor of Medicine Degree from Georgetown University School of Medicine. He completed his residency training at Johns Hopkins University and the Medical College of Virginia.

### **Eileen Lazecko, PA-C MPAS**

Eileen completed her Bachelor's degree from East Carolina University in Nutrition Science and a Masters of Physician Assistant Science degree from Midwestern University.

### **Katherine Denton, PA-C MMS**

Katie completed her Bachelor's and Masters of Arts degrees in Spanish from the University of North Carolina Wilmington and a Master's of Medical Science degree from Methodist University.

### **Erica Christensen, PA-C MPAS**

Erica completed her Bachelor's degree from East Carolina University in Physician Assistant Studies and a Masters of Physician Assistant Studies from the University of Nebraska.

### **Coastal Rehabilitation Medicine Associates coverage is assisted by:**

Also providing coverage for Coastal Rehabilitation Medicine Associates are **Ben Wall, MD; Peter Gemelli, MD; Sean Hensler, PA-C; Laura Ivey, PA-C; and Alison Temple, PA-C.**

In addition to the rehabilitation medicine team, you will likely be cared for by a primary care physician, internal medicine physician or a hospitalist. These are physicians and physician assistants who will focus on your individual medical needs such as blood pressure management, blood sugars, heart and lung issues. These healthcare providers collaborate with the rehabilitation medicine team as well as the nurses and therapists. Though most will visit you in the morning, they are available throughout the day and night when necessary.

If you have any questions regarding your care, please feel free to discuss your case with any of your healthcare providers.

### **Getting Ready to Leave**

From the start of your rehabilitation process, we will help you prepare for a safe discharge. A discharge date will be set early in your rehabilitation stay, based on your diagnosis, level of function and other factors. This date allows for flexibility, providing a general idea of when you may expect to be discharged. You and your family will be kept informed of any changes in the plan of treatment. We also

need you to keep us informed if you have any changes in your discharge plan. Patients typically leave before 11am on discharge date.

When you are discharged, you may need support from many sources. Your caregivers may be asked to come in for training before you leave, so they can safely assist you. They will need to help you start making plans for a return home upon admission to the rehabilitation hospital. Your case manager and social worker will help you with any questions or concerns during your stay.

Some patients may need additional support including more therapy and special equipment after discharge. In these cases, the inpatient therapy team will assist you with making these arrangements, either through an outpatient clinic or a home health agency. Your therapists can also help determine what equipment you might need and assist you in getting those items.

### **Support Groups**

After a stroke, brain injury, spinal injury, or amputation, many people find it helpful to share their experiences in a community self-help support group. If you are interested, our staff can let you know about available groups, locations of meetings and meeting times.

For further information on resources in outlying areas, please contact one of our social workers at 910.667.5617 or 910.667.5618.

### **Discharge and Additional Services**

After discharge, you may benefit from additional therapy and/or nursing care. There are different service locations and agencies who can assist with providing the needed care. Your case manager can provide you with options and assist in arranging services.

### **Getting Started in Outpatient Therapy at NHRMC**

New Hanover Regional Medical Center offers outpatient services at two different locations including Oleander Rehabilitation at 5220 Oleander Drive and Independence Rehabilitation at 2800 Ashton Drive. Your case manager will help arrange follow up therapies upon discharge for the Rehabilitation Hospital. Staff at our outpatient locations will gather insurance information, review your benefits and discuss costs with you. Payment plans can be arranged.

## **Guidelines for outpatient rehabilitation:**

- Bring your therapy prescription, insurance card and photo identification to your first appointment
- Bring any assistive items you currently use including canes, walker, or hearing aids and eyeglasses
- Please dress in comfortable clothing and sturdy shoes

## **Services Offered at NHRMC Outpatient Therapy**

- Amputee and Prosthetic Training
- Aquatic Therapy
- Cancer Rehabilitation
- Cognitive Education
- Hand Therapy
- Industrial Rehabilitation
- Lee Silverman Voice Treatment®
- Neurological Rehabilitation
- Orthopedic Rehabilitation
- Pediatric Rehabilitation
- Post-Concussive Therapy
- Saebo®
- Sports Rehabilitation
- Swallowing Re-education
- Therapeutic Listening®
- Vestibular Rehabilitation
- Vital Stim®

## **Skilled rehabilitation care at our Outpatient Therapy sites includes:**

- A comprehensive suite of specialized rehabilitation therapies available
- 45-minute one-on-one therapy sessions customized to each patient's unique circumstances
- Therapists with advanced certifications, including a certified lymphedema therapist, a certified hand therapist, and a McKenzie Method® certified therapist
- Aquatic therapy in the region's only pool designed exclusively for physical therapy (Oleander Rehabilitation)

- Community user program, a membership program that allows clients to continue exercise through the independent use of the gym and/or pool at Oleander Rehabilitation
- Integration with NHRMC MyChart for electronic appointment reminders

## **We Value Your Feedback**

The NHRMC Rehabilitation Hospital staff appreciates your feedback and wants to hear about your experience with us. Following discharge, you may receive a survey in the mail asking you to tell us about your experience. We use this feedback to help us continue to provide excellent care. Please take a moment to complete the survey and return to us.

If you would like to share concerns or compliments about Rehabilitation Services staff or your rehabilitation program, please contact us:

Leslie Kesler, PT, MHA Administrator of Rehabilitation Services	910.667.5619
Freddy Simpson, RN, CRRN Manager Rehabilitation Nursing	910.667.3187
Tammy Bartley, PT, MPH Clinical Director and Manager Inpatient Therapy	910.667.5496
Kim Moore, RN, CSM, CRRN Manager Outcomes/Compliance	910.667.5876

Thank you for choosing NHRMC's Rehabilitation Services. We look forward to serving your needs.