

Inpatient
Rehabilitation
Patient
Education
Guide

Your physician is:

He/she can be reached at:

Clinton Memorial Hospital
610 W. Main Street
Wilmington, Ohio 45177
(937) 382-6611
www.cmhregional.com



610 West Main Street · Wilmington, Ohio 45177
(937) 382-6611 · www.cmhregional.com

CMH Inpatient Rehabilitation

Welcome to CMH Inpatient Rehabilitation. Our staff provides the best possible care regardless of race, color, national origin or age and operates as a separate entity within the hospital.

Inpatient Rehabilitation assists patients to achieve optimal health and functional ability. It is designed to provide a continuity of care to patients.

An interdisciplinary team—your physician, nursing staff, case manager, dietitian, pharmacist, activity director, therapists such as physical, occupational or speech and other ancillary staff—in collaboration with you and your family will provide a holistic approach to your care.

Helping our patients become as independent as their potential allows is the goal of CMH Inpatient Rehabilitation. Proper care, rehabilitation, respect and understanding will always be available from our staff, who will provide personal, individualized care.

benefits program funded in whole or in part with Federal funds or to detect fraud or abuse; (8) Peer Review Organizations to perform Title XI or Title XVIII functions; (9) another entity that makes payment for or oversees administration of health care services for preventing fraud or abuse under specific conditions.

Disclosure

For Inpatient Rehabilitation patients residing in a certified Medicare/Medicaid facility the requested information is mandatory because of the need to assess the effectiveness and quality of care given in certified facilities and to assess the appropriateness of provided services. If CMH does not submit the required data it cannot be reimbursed for any Medicare/Medicaid services.

Routine Uses

The primary use of this information is to aid in the administration of the survey and certification of Medicare/Medicaid Inpatient Rehabilitation facilities and to improve the effectiveness and quality of care given in these facilities. This information will also support regulatory, reimbursement, policy and research functions. This system will collect the minimum amount of personal data needed to accomplish its state purpose.

These data are protected under the requirements of the Federal Privacy Act of 1974. Information from this system may be disclosed, under specific circumstances, to:

- (1) a congressional office from the record of an individual in response to an inquiry from the congressional made at the request of that individual;
- (2) the Federal Bureau of Census;
- (3) the Federal Department of Justice;
- (4) an individual or organization for a research, evaluation, or epidemiological project related to the prevention of disease of disability, or the restoration of health;
- (5) contractors working for HCFA to carry out Medicare/Medicaid function, collating or analyzing data, or to detect fraud or abuse;
- (6) an agency of a state government for purposed of determining, evaluating and/or assessing overall or aggregate cost, effectiveness, and/or quality of health care services provided in the state;
- (7) another Federal agency to fulfill a requirement of a Federal statute that implements a health

General Information	2
Advance Directives	2
Cafeteria, Vending Machines	2
Chapel	2
Condition Information	2-3
Food and Dietary Services	3
Gift Shop	3
Grievances	3-4
Interdisciplinary Team Meetings	4
Personal Clothing	4
Library	4
Newspapers	5
Parking	5
Patient Rights/Responsibilities	5
Privacy Act Statement	5
Public Telephones	5
Security	5
Smoking	6
Valuables and Money	6
Visiting Hours	6-8
Who Can Visit	8
Additional Information	8
Billing Procedure	8-9
Medicare Benefits	9
Other Insurance	10
Patient Rights/Responsibilities	10-14
Privacy Act Statement/Health Care Records	15-17

For the welfare of your family member or friend in CMH Inpatient Rehabilitation, please follow these specific guidelines.

Advance Directives

Questions about advanced directives can be answered by Care Management at (937) 382-9318.

Cafeteria, Vending Machines

The cafeteria is open daily for breakfast from 6:30 to 9:30 a.m. Lunch hours are 11 a.m. to 1:30 p.m. and dinner hours are 5 to 7 p.m. Snack and beverage vending machines are located next to the cafeteria.

Chapel

Clinton Memorial Hospital is in the process of constructing a new chapel as part of the ongoing building and renovation. Patients and visitors may request a visit from a member of the CMH Chaplaincy Program by asking a staff person or completing a Religious Preference form available from Volunteer Services or Public Relations.

Condition Information

When telephoning for condition information about a patient, please call (937) 382-9615. Please try not to call during change of shift times which are 6:45 to 7:45 a.m., 2:45 to 3:45 p.m., and 11 to 11:45 p.m. Please limit calls and, if possible, designate one family member to

Authority For Collection Of Information Including Social Security Number (SSN)

Sections 1819(f), 1919(f), 1819(b)(3)(A), and 1864 of the Social Security Act.

Inpatient Rehabilitation units for Medicare and Medicaid are required to conduct comprehensive, accurate, standardized, and reproducible assessment of each patient's functional capacity and health status. Inpatient Rehabilitation units are required to electronically transmit this information to the state. The state is then required to transmit the data to the federal Central Office, repository of the Health Care Financing Administration (HCFA).

These data are protected under the requirements of the Federal Privacy Act of 1974.

Principal Purpose For Which Information Is Intended To Be Used

The information will be used to track changes in health and functional status over time for purposes of evaluating and improving the quality of care provided by Inpatient Rehabilitation units that participate in Medicare or Medicaid. Submission of this information is necessary for reimbursement for Medicare services.

- The patient and family are responsible for following the care, service, or treatment plan developed. They should express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to the patient's specific needs and limitations. When such adaptations to the treatment plan are not recommended, the patient and family are responsible for understanding the consequences of the treatment alternatives and not following the proposed course.
- The patient and family are responsible for the outcomes if they do not follow the care, service, or treatment plan.
- The patient and family are responsible for following the hospital's rules and regulations concerning patient care and conduct.
- Patients and families are responsible for promptly meeting any financial obligation agreed to with the hospital.

call who can then relay information about a patient's condition to other family members and friends.

Because nurses are vital to patient care, they will return calls after 11 a.m. Those requesting patient information before that time will be given the patient's overnight condition.

Food and Dietary Services

You are encouraged to enjoy your meals in the Inpatient Rehabilitation dining room. Meal times are at: 7:45 a.m., 11:30 a.m., and 5:45 p.m. Staff will order meal trays for visitors for a minimal charge. Any food brought from outside needs to be labeled with your name and date and kept in the unit refrigerator. Perishable food will be discarded after 48 hours. Check with the nurse on duty to make sure the food brought in does not conflict with your prescribed diet.

Gift Shop

The CMH Auxiliary Gift Shop offers a wide variety of gifts, magazines and miscellaneous items. The gift shop is temporarily located in the hospital atrium until its permanent location is completed as part of the current building and renovation project.

Grievances

In an effort to protect and respect your rights, staff will answer questions and

resolve conflicts. A customer service representative is available for consultation by dialing 9207. A copy of the grievance policy is available for review.

Interdisciplinary Team Meetings

Interdisciplinary team meetings are held weekly in the Inpatient Rehabilitation dining room to discuss patient-related problems, needs, goals and plan of treatment and discharge planning. The meetings are intended to facilitate better communication between the disciplines involved in your care. You and/or your family are encouraged to attend these meetings. If you and/or your family are interested in doing so, we ask that you make that interest known to either the charge nurse or case manager in advance of the meeting time.

Personal Clothing

Patients will be asked to have personal clothing brought to them from home.

Library

The CMH Health Resource Center is available for use by patients and consumers. It houses current newspapers and periodicals, videos and other health care related resources. Materials may be used in the hospital or at home. Call (937) 382-9294 or ext. 9294 within the hospital.

- You have the right to be informed about the outcome of any treatments or procedures and to be informed when appropriate whenever the outcomes differ significantly from the anticipated outcome.

Patient Responsibilities

- The patient is responsible for providing, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health. The patient and family are responsible for reporting perceived risks in their care and unexpected changes in the patient's condition.
- The patient and family help the hospital improve its understanding of the patient's environment by providing feedback about service needs and expectations.
- Patients are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do.

- You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
- You have the right to be told of the availability of realistic care alternatives when hospital care is no longer appropriate.
- You have the right to know about hospital rules that affect you and your treatment and about the charges and payment methods. You have the right to contact the patient representative regarding questions or concerns.
- You have the right to equal treatment regardless of race, color, creed, handicap, religion, sex, nation origin, economic status or ability to pay for services.
- You have the right to access protective services. Protective services determine the need for protective intervention when there is a recognized or potential situation that indicates the need to prevent or stop neglect, abuse or exploitation.
- You have the right to pain assessment and pain treatment.

Newspapers

Newspapers can be purchased from machines located outside the main public (south) entrance of the hospital.

Parking

Parking spaces nearest the public entrance are reserved for visitors and patients. Parking at the north end of the campus, nearest Main Street, is reserved for patients utilizing the medical offices in the CMH Professional Building or visitors with other business in the professional building.

Patient Rights/Responsibilities

See pages 10 - 14.

Privacy Act Statement/Health Care Records

See pages 15 - 17.

Public Telephones

Phones are available in patient rooms for local calls. Dial 8 and the number. Public telephones are also available. Ask a staff person to direct you to the nearest phone.

Security

If security is needed while you are at Clinton Memorial Hospital please call ext. 9255 or you may dial 0 for the operator and have Security paged.

Smoking

For your health and the health of all our patients and visitors, we are a tobacco-free campus. This affects both our indoor and outdoor property. CMH is striving to provide you and your loved one with a safe and healthy environment.

Valuables and Money

You will be asked to send all valuables and money home. A small amount of money may be kept for the purchase of small items from the CMH Gift Shop or vending machines. Large amounts of money or personal valuables may be placed in the CMH safe. Please ask your nurse for details.

Visiting Hours

Visiting hours are 4 p.m. to 8 p.m. If family members are unable to visit at these times, arrangements may be made with the nursing staff by calling (937) 382-9615. Overnight visitors are permitted under special circumstances but they must register with Security. Family and friends are welcome to visit. However, patient care is our primary concern and in order to enhance the quality of care, specific visiting hours and regulations have been established for each unit. You and your visitors may use the Inpatient Rehabilitation dining/activity room when not in use.

should provide a copy to the hospital, your family, and your doctor.

- You have the right to privacy. The hospital, your doctor and others caring for you will protect your privacy as much as possible.
- You have the right to participate in ethical questions that arise in the course of your care.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.
- You have the right to review your medical record. This information will be available in a timely manner and explained, except when restricted by law.
- You have the right to expect that the hospital will provide you appropriate health services. If transfer to another facility is recommended or requested, you will be informed of risks, benefits, and alternatives. You cannot be transferred to another facility if they do not agree to accept you. Your care will be continued until your transfer is complete.

Other Insurance

Other insurance providers that you subscribe to may cover your stay. Your case manager verifies benefits for Inpatient Rehabilitation.

Your Rights As A Hospital Patient

- You have the right to considerate and respectful care provided in a safe environment. This care takes into consideration individual personal values and belief systems.
- You have the right to be well-informed about your illness, possible treatments, and likely outcome and to discuss this information with your doctor. You have the right to know the names and roles of people treating you.
- You have the right to consent to or refuse a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will receive other needed and available care.
- You have the right to have an Advance Directive, such as a living will or health care Power of Attorney. These documents express choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written Advance Directive, you

REMEMBER

- Visits should be kept short, respecting the patient's need for rehabilitation and rest .
- Visitors may be asked to leave the room during tests or therapy or when the doctor or nurse needs to see the patient because the patient has a right to privacy.
- Visitors should try to be as quiet as possible for the benefit of the patient they are visiting as well as other patients in the unit.
- Visitors should dress appropriately and must wear shirts and shoes.
- It is a good practice for all visitors to wash their hands when entering and exiting a patient's room.
- Anyone with a cold, sore throat, or who has been exposed to any contagious disease should not visit patients in the hospital. Instead, they should consider sending a card or telephoning.
- Some patients become overwhelmed with visits from friends and family or may have conditions that require more restricted visiting privileges. Please respect any signs posted on their doors

and check with a nurse. Please, do not become upset if staff request that you visit another time. They are acting on the patient's behalf and may not be able to explain the reason to you without violating patient confidentiality regulations.

Who Can Visit

Rehabilitation patients require numerous therapies and treatments throughout the day. We encourage family and friends to visit during the regularly scheduled times so that the patients may receive these treatments and therapies uninterrupted. Sometimes family members are asked to participate in these treatments and therapies and in that case will be notified of the times.

Additional Information

Billing Procedure

All admissions to Inpatient Rehabilitation are contingent upon meeting rehabilitative criteria for admission and continued need for inpatient rehab. To provide you with the maximum allowable coverage from Medicare and private insurance, your case manager will verify your insurance coverage and keep you posted of benefits. If and when you are no longer eligible to receive coverage, you will be assisted in making other plans. Patient Financial

Services will handle all charges and billing procedures. If you have any questions on Medicare or insurance benefits, contact Patient Financial Services at (937) 382-9636. A copy of your Medicare or your private insurance billing statement is available upon request.

Medicare Benefits

If you have any questions about your benefits contact your Discharge Planner at (937) 283-9895. If you have a question about a payment, please call Patient Financial Services at (937) 382-9636.

It is the policy of Clinton Memorial Hospital that all services not covered by Medicare will be the responsibility of the patient for payment. Services covered by Medicare are as follows:

- nursing care
- room and board
- physical, occupational or speech therapy
- respiratory therapy
- medical social service
- medications and biologicals
- supplies, appliances and equipment
- other diagnostic services

These services must be prescribed by a physician and be necessary for the overall treatment of the patient.