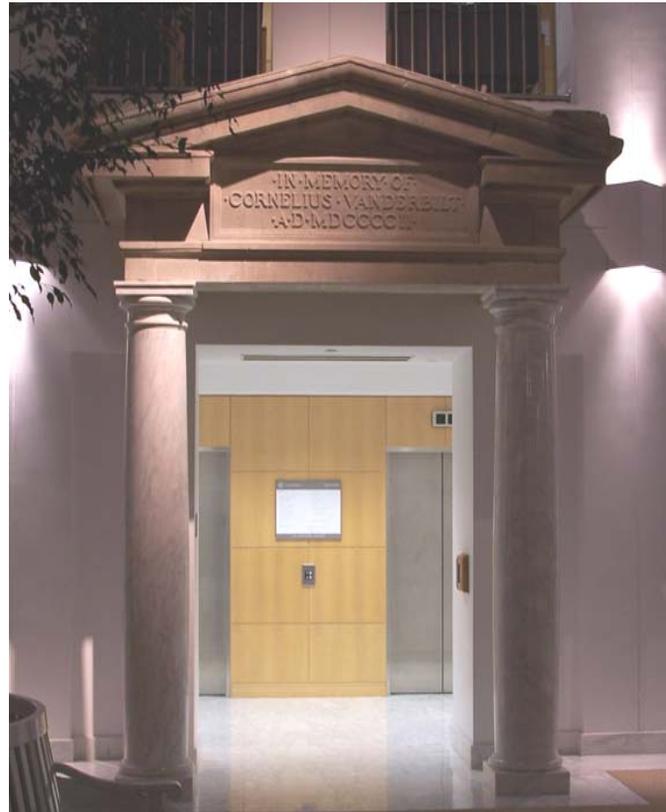




**Vanderbilt Rehabilitation Center
of Newport Hospital**
A Lifespan Affiliate

INFORMATIONAL BOOKLET



*The mission of Newport Hospital is to maximize the health
status of the people of Newport County.*

HELPFUL TELEPHONE NUMBERS

Director	845-1600
Rehab Clinical Coord/Case Manager	845-1605
Nurses Station	845-1607
Physiatrist	845-1655
Fax	845-1167

VISITING HOURS

Monday ~ Friday	4:00 pm ~ 8:00 pm
Weekends/Holidays	2:00 pm ~ 8:00 pm

**Immediate family may visit at other times to attend/
participate in the rehabilitation process with the patient.**

**WELCOME TO THE
VANDERBILT REHABILITATION CENTER
AT NEWPORT HOSPITAL**

We have been providing comprehensive rehabilitation services for more than a century and are known throughout the region for our unique programs and our high-quality, patient focused care.

As part of Newport Hospital, we offer not only the state-of-the-art services and expert care we are known for but also the support of an outstanding hospital with complete medical services, including major specialties and diagnostic services.

Our mission at the Vanderbilt Rehabilitation Center is to be a system of rehabilitative care that provides access to cost-effective, outcome-based care in a service-oriented environment.

VANDERBILT REHABILITATION CENTER ACUTE REHABILITATION PROGRAM

We encourage your family to observe and participate in your therapy and care. You will be given a schedule each day, and your family is invited to talk with your nurse or therapist about participating in a specific activity. Primary caregivers might be asked to participate in one or more of the following activities: (it is helpful to the team if families identify the primary caregiver as soon as possible)

- Observing therapies and nursing activities for a full morning or afternoon
- Hands-on participation with therapists and nurses in:
 - bed/wheelchair positioning
 - wheelchair mobility/ambulation
 - strategies for attention and communication
 - personal care needs
 - medication teaching
- A community outing or home evaluation to begin your transition from the rehabilitation setting may be planned based on the specific patient needs.

ACUTE REHABILITATION PROGRAM

MEET THE TEAM

During your stay at the center many people will participate in your care. Each patient's rehabilitation is unique and based on your individual needs; the following health care members may be assigned to work with you:

- Case manager
- Rehabilitation nurse
- Physician
- Physical therapist
- Occupational therapist
- Speech language pathologist
- Therapeutic recreation specialist
- Neuropsychologist

Your case manager's role is to give you the informational and resources you need for your discharge from the center. Your case manager will talk with you and your family about the goals your rehabilitation sets for you and will also collaborate with your treatment team to ensure your successful return to home and the community.

Our physiatrist is a doctor who specializes in rehabilitation and will coordinate your medication rehabilitation care and will assist you and your family in achieving your goals and improving your understanding of your medical condition.

The rehabilitation team meets every week to review and review your treatment plan and to discuss your discharge date and discharge needs. Your case manager and/or your primary nurse will discuss with you and your family member the team recommendations that come out of these meetings. The team may arrange a family conference, which will be coordinated by your case manager.

FREQUENTLY ASKED QUESTIONS ABOUT ADMISSION AND DISCHARGE

Q: *What should we bring from home?*

A: *We suggest comfortable slacks or sweatpants, blouses or pullover shirts, and sturdy walking shoes. Patients wear regular clothes during the day. Some toilet articles are provided by the center, but you may want to bring favorite brands or personal items. Please bring glasses, dentures, hearing aids, or other assistive devices the patient uses. If any of these items are brought in for the patient after the day of admission, please notify the nursing staff so they can be added to the inventory list.*

Q: *What about medications I took previously?*

A: *Please do not bring any medication from home unless you are asked to do so. However, a list of these medications would be helpful.*

Q: *Should I bring any spending money?*

A: *Not when you're admitted. If you'll need money for outings, we will give you advance notice.*

Q: *How long will I stay at the center?*

A: *Every patient is different and stays a different length of time. If you are making progress, meeting the goals set by your rehabilitation team, then continued stay is beneficial to you. After the first team conference, the team will have an estimate of how long you will continue to benefit from the services the center offers. Your case manager will notify you of your expected discharge date and assist in arranging for any further therapy you will need after you leave the center.*

GETTING READY FOR HOME

Q: *How will I obtain the necessary equipment to use at home?*

A: *Your therapists will determine your equipment needs and will work with your case manager and insurance company to place the order. This is usually done toward the end of your stay. Some types of equipment are not covered by all insurance companies; your case manager will let you know about any limitations in coverage.*

Q: *How will I receive follow-up therapy?*

A: *Your rehabilitation team will determine your continuing therapy needs before you are discharged. Your case manager will make the arrangements in consultation with your insurance company and with consideration of the coverage the company will allow.*

Q: *How will I know what medications to take after I go home?*

A: *Your nurse will talk to you and your family about the prescribed medications you will take when you go home. Your doctor will give you the necessary prescriptions on the day of your discharge. If you would like to receive your prescriptions before discharge day, please notify your case manager or nurse.*

B:

Q: *How will my referring doctor know what happened during my rehabilitation stay?*

A: *Your rehabilitation doctor will provide your referring physician (and any other doctor you request) with a summary of your treatment and progress.*

Q: *How will I get around at home?*

A: You and your therapists will discuss your home setting. A therapist may visit your home to determine what will be needed but in most cases a home evaluation is not required. Your therapists will give you recommendations based on the description of your home.

Q: *Will anyone contact me after I go home?*

A: Yes, you will receive an initial follow up call from the case manager within a week of discharge to assess your transition to the community. Approximately three months following discharge you will receive a call from an agency that the Vanderbilt Rehabilitation Center contracts with to gather information from our former patients. This national agency will contact you to gather information on your status and your rehab stay. We use the information gathered from these contacts to assess our program, compare ourselves to other rehab centers across the country and make improvement where opportunities exist. Your feedback is extremely important to the success of our program.

PATIENT SERVICES ACUTE REHABILITATION PROGRAM

COMPLIMENTARY SERVICES: Our robust volunteer program provides a wide array of services to make you comfortable during your stay. Activities such as hand massages, Reiki, relaxation, crafts are among a few. Details on arranging these services can be obtained from your rehab team members or by dialing 51294 from your in-room phone.

CHAPLAIN: A chaplain is available through nursing services, or you can call directly at 845-1740. The chapel, a nondenominational meditation room, is located on the first floor and is open 24 hours a day.

SPIRITUAL AND HOLISTIC CARE SERVICES: An advisor is available to visit with patients in order to assess their spiritual welfare. They may call appropriate local clergy as needed to respond to a wide range of spiritual practices including those that are non-traditional and/or non-religious. For this service contact your nurse or call 497-4073.

FOOD AND NUTRITION: A menu is delivered to you daily and adheres to the guidelines ordered by your doctor. We encourage you and your family to complete the menu so we can serve you your personal choices.

Guest trays are available and can be arranged with your nurse. We appreciate a 24 hour notice when you'll need a guest tray, but we

Food from home may be brought in but please check with your nurse to be sure the food you bring is within the dietary guidelines ordered by your doctor. Food from home must be labeled with your name and the date it is brought to Vanderbilt. Perishable food must be stored in the refrigerator marked “Patient Food Only” and consumed or disposed of within 48 hours.

If you are on a **special diet** because of your medical needs, a hospital dietician will visit you and let you know about any restrictions. The dietician is part of your health care team and works with other team members to determine the most healthful diet for you.

Scheduled meal hours at Vanderbilt are as follows:

<i>Breakfast</i>	<i>7:30 am ~ 8:15 am</i>
<i>Lunch</i>	<i>12:00 pm ~ 12:30 pm</i>
<i>Supper</i>	<i>5:30 pm ~ 6:00 pm</i>

GIFT SHOP: the hospital gift shop is located in the lobby and offers a selection of gift items, fresh flowers, books, games, newspapers, magazines, stamps and candy. Hours vary and are posted at the shop entrance.

HAIRDRESSER: One of the unique components of our program is our hairdressing service. The recreation therapy staff coordinates and schedules hairdressing appointments at the center. You may also contact your own hairdresser if you prefer.

LAUNDRY: We encourage you to dress daily in comfortable clothing. The routine of getting dressed is important to your therapy and being dressed contributes to your personal wellness while at the center. Family members are responsible for your personal laundry and may use the washer and dryer on the premises for that purpose.

LIBRARY: The Newport Hospital library has a selection of books and magazines, including large print and talking books. Volunteers come through with a cart weekdays and you are welcome to borrow books from the cart. A medical library is also available for your use and your family's use. Please call 845-1311 for hours.

NEWSPAPER: The *Newport Daily News* and the *Providence Journal* are delivered to the center every day and are available for your use. If you prefer to buy a personal copy, you can do so at the vending machines just outside the main hospital entrance.

NOTARY: A notary public is available for your convenience at no charge. Contact your case manager to arrange this service.

TELEVISION: Televisions are available in all rooms at no charge. A list of stations is available. The education channel is channel 3.

FREE WIRELESS INTERNET ACCESS 24-HOURS-A-DAY: Newport hospital is proud to offer free wireless internet access for all patients and visitors. We believe that communication with the world outside the hospital walls is important.

TELEPHONE: There is a telephone in each patient room. There is no charge for local calls. You can make long distance calls collect or with a telephone credit card.

To make a local call dial 9 and then the telephone number you want to reach. The hospital switchboard operator (dial 0) will help you place long distance calls.

Your family and friends can call you directly from outside the hospital between 6:00 am and 10:00 pm. Calls that come in after 10:00 pm will be put through to the nurses' stations only, and only if the caller indicates it's an emergency. Your phone number is 845-(plus the four digit extension in your room). The nurses' station has a list of patients' names and extension. There is also a TDD telephone available for hearing-impaired patients. Please notify your nurse if you need this service.

COMPLAINTS AND CONFLICTS

As a patient of the Vanderbilt Rehabilitation Center at Newport Hospital you have the right, without recrimination, to voice complaints regarding the care you receive here and to have those complaints reviewed and, when possible, resolved. Your care and your future access to care will not be compromised if you make a complaint.

If appropriate, you or your authorized representative should discuss your complaint with your physician, nurse or other health care provider.

If your complaint is not resolved, or if you or your authorized representative would like a written or oral response, please direct your complaint to the hospital's patient representative at 845-1305.

We will make every effort to respond to your complaint within five working days. If corrective action is needed, we will take such action as soon as possible. If applicable to your complaint, we will furnish you with a list of names, addresses and telephone numbers for state advocacy groups, the state licensure office, the state ombudsman program, the protection and advocacy network and the medical fraud control units. If your concern involves abuse, neglect, or loss or theft of your property, we will give you the information you need to file a claim.

SAFETY AND SECURITY POLICIES

PETS: Pet therapy is offered several times a week with our certified therapy dogs. If you wish to have a household pet visit you at the center, you must have preauthorization from the therapeutic recreation specialist along with proof of your pet's current immunizations.

ROOM ASSIGNMENTS: We base room assignments on both the availability of services and the special needs of each patient. For these reasons, you may be reassigned during your stay so that we can accommodate each patient's needs. If you have any special needs we can help with, please let us know.

SMOKING: We have a smoke-free environment for your health and that of others at the center.

VALUABLES: We encourage you to leave your valuable items at home. If you do bring money or valuables to the center, please inform your nurse when you are admitted so that we can arrange for secure storage. Please also inform your nurse if your family members or visitors bring valuables at a later date.

ELECTRICAL EQUIPMENT FROM HOME: If you bring any electrical product to the center for your use, it must be inspected by the Newport Hospital facilities management department. Before you use any electrical equipment, please notify your nurse and we will arrange for a safety check.

FIRE SAFETY: We conduct fire drills on all three shifts for the training of our staff. We will help you move from the area of the fire (even in a drill) and we will verify that doors are closed and all patients are accounted for. We apologize for the disruption the drills cause, but we want you to know they are for your protection and safety.

We have both a sprinkler system (installed in accordance with National Fire Protection Association standards and applicable building code requirements) and smoke detectors. The smoke detectors activate the fire alarm system, and affected areas are alerted by an audible signal (a siren sound) and flashing strobe lights (so you're not startled by them, please remember that these lights are installed in bathrooms as well). Fire alarm pull stations are located throughout the center and are designed to automatically activate the alarm system.

NURSE CALL SYSTEM: We have a nurse call system for patient safety and security. When you press the call button, it illuminates a visual signal outside your room and sounds an audible signal at the nurses' station. The intercom in your room is connected to the call system, and a nurse may use the intercom to ask you what you need.



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VANDERBILT REHABILITATION CENTER

11 Friendship Street
Newport, RI 02840

Phone: 401-845-1607 (inpatient)
401-845-1845 (outpatient)
Fax: 401-845-1167 (inpatient)
401-848-6043 (outpatient)