

# Lawnwood Physical Rehabilitation Center

at Lawnwood Regional Medical Center

## *Patient Information Guide*

Visiting hours are:  
4:30 PM to 8:30 PM. Monday - Saturday  
and 12:30 PM to 8:30 PM Sundays



**LAWNWOOD**  
Regional Medical Center  
& Heart Institute

**A SAFETY NET HOSPITAL**  
*for the Treasure Coast*



# Lawnwood Physical Rehabilitation Center

## Mission Statement

Lawnwood Physical Rehabilitation Center, through the commitment and dedication of our interdisciplinary team, continually strives to achieve consistently high levels of consumer satisfaction. This is achieved by attaining excellent patient outcomes with the deliverance of high quality and cost-effective services.

You Are  
HERE



## Enjoy Your Stay

We look forward to working with you and your loved ones throughout your stay with us. Our entire team is committed to successful completion of your rehabilitation program and timely return to a more independent lifestyle. We are dedicated to providing you with top-quality, compassionate care and education. We extend our warmest welcome and hope you enjoy your stay.

# Lawnwood Physical Rehabilitation Center

## Lawnwood Regional Medical Center & Heart Institute

As you enter our facility, you are saying “yes” to the opportunity to pursue independence and meet the challenges of daily living with renewed confidence and enthusiasm. You are here because your physician and other members of your healthcare team believe that you have the potential to regain your highest level of function and independence.

We are a comprehensive medical rehabilitation program: a place where those who have suffered disabling illness or injury will find a new opportunity to rebuild their lives. Our program offers patients and their loved ones a professional, relaxed environment with an organized, systematic approach to optimal recovery.

### Welcome to Increased Independence

The transition from illness or injury to the Lawnwood Physical Rehabilitation Center is the first step toward increased independence. Here are some changes that you can look forward to in this setting:

- ◆ No more hospital gowns - you can wear comfortable clothing.
- ◆ You will be up and out of your bed, participating in therapy and activities every day.
- ◆ A full team of professionals will work with you throughout your stay, and 24-hour nursing care will be available for your medical needs, comfort and safety.
- ◆ Group recreational activities and meals in the dining room will give you the opportunity to share experiences and socialize.
- ◆ We encourage participation from patients, family members and caregivers in the goal setting, therapy and educational components of your program.
- ◆ You will be pursuing independence in an atmosphere of support, wellness and encouragement.

## Our Team Works For You

The Physical Rehabilitation Center at Lawnwood Regional Medical Center delivers care based on a interdisciplinary team approach. This means that the members of your treatment team, in collaboration with you, identifies and addresses your medical care, rehabilitation needs, and individual preferences.

During your stay, the team will assist you in developing or updating a portable profile. The portable profile helps you know and maintain your own important health information and should include basic health information, such as advance directives, allergies, functional status, emergency contacts, medical conditions, and medications. The use of a portable profile helps ensure that you receive ongoing quality healthcare.

## Admission Criteria

Persons admitted to our program must:

- ◆ Be medically stable.
- ◆ Have a physician's order.
- ◆ Require at least two skilled rehabilitative services.
- ◆ Demonstrate the ability to participate in three hours of therapy per day within a reasonable period of time.
- ◆ Require an inpatient setting with the availability of 24-hour nursing care.
- ◆ Demonstrate the potential for improvement.

## Continued Stay Criteria

To continue as a patient in the rehabilitative program, persons must:

- ◆ Demonstrate continued need for the interdisciplinary approach.
- ◆ Demonstrate continued progress towards stated goals.
- ◆ Demonstrate a need for continued treatment following a brief cessation in treatment (no longer than 3 days) due to complications.

## Discharge Criteria

Discharge from our rehabilitation program will occur when one or more of the following criteria are met:

- ◆ Successful completion of the rehabilitation program.
- ◆ Documentation that further progress is unlikely.
- ◆ Medical complications preclude intensive rehabilitative services.
- ◆ Refusal of the patient to participate and/or cooperate in his/her rehabilitation program.

## Services Provided

Our program provides the following services based on your individual goals and/or needs:

- ◆ Diagnostic Radiology
- ◆ Laboratory Services
- ◆ Orthotics/prosthetics
- ◆ Respiratory Therapy
- ◆ Supportive Counseling
- ◆ Medical Nutrition Therapy
- ◆ Pharmacy Services
- ◆ Spiritual Support

We are unable to provide the following services, however, referrals to other resources can be arranged if indicated:

- ◆ Pediatric Rehabilitation
- ◆ Ventilator-Dependent Care
- ◆ Chemical Dependency Counseling
- ◆ Driver Assessment/Education
- ◆ Rehabilitation Engineering
- ◆ Vocational Rehabilitation
- ◆ Audiology

## What Will Your Insurance Cover?

Most insurance policies, including Medicare, cover all or a portion of the cost of the services provided by the Physical Rehabilitation Center. Prior to your admission to our program, a representative from our program will verify your benefits. We will explain to you and your loved ones which services are covered and any co-payments that you may be responsible for.

## What to Bring

You will be encouraged to do much on your own. For comfort, patients wear casual, everyday clothing. All clothing and personal items should be labeled appropriately. Family members are responsible for taking care of your laundry during your stay. You will want to bring the following items with you to the Physical Rehabilitation Center:

- ◆ Comfortable jogging suits, slacks, shorts (elastic waist bands and easy closures are recommended), and comfortable shirts
- ◆ Sweater or light jacket
- ◆ Underclothing
- ◆ Pajamas, gowns, robes, non-skid house shoes
- ◆ Flat, non-skid walking or tennis shoes
- ◆ Personal items - razor, toothbrush, comb, brush, toiletries, and cosmetics as desired
- ◆ Assistive devices you may already have (cane, wheelchair, walker, braces, eyeglasses, hearing aid, dentures, etc.)
- ◆ Mementos from home to make your stay pleasant such as photos, memorabilia, stationery, cassette or compact disk player and tapes or CDs
- ◆ Items that assist you with spiritual comfort which will not interfere with the comfort of your neighbors
- ◆ Hobby items such as needle crafts, reading materials, etc
- ◆ A list of medications you are currently taking

## What Not to Bring

For your comfort and safety, we ask you not to bring:

- ◆ Medications - these will be administered and supervised by your nurse, unless prior arrangements have been made with your physician and our pharmacist
- ◆ Excessive or expensive jewelry or other valuables
- ◆ Credit cards, checkbook or large amounts of cash
- ◆ Family keepsakes or other personal items that can't be replaced

## Personal Valuables

We cannot keep money, jewelry or credit cards for you. We suggest these items be left at home. We are not responsible for any money or articles you have brought with you. However, if you require storage of valuables, a safe is available in the building. For fire safety purposes, electrical appliances (hair dryers, radios, etc.) must be inspected by our engineering department prior to use.

## Members of Your Inpatient Rehabilitation Team:

### Medical Director

Our Medical Director has specialized training and experience in physical medicine and rehabilitation. Our Medical Director works in collaboration with your physician, consulting specialist, and the rehabilitation team to coordinate your individual treatment program.

### Rehabilitation Nurse

The Rehabilitation Nurse cares for your medical needs in addition to providing education for pain management, medication management, disease and disability management, self-care, and independent living. This member of the team is responsible for ensuring that skills learned during therapy sessions are carried over into evening activities. The rehabilitation nurse ensures a continuum of care.

### Physical Therapist

Physical Therapists work with you to increase your strength, muscle tone, coordination, posture, endurance, flexibility, and mobility through the use of therapeutic techniques and equipment. Treatment includes exercise, training and education.

### Occupational Therapist

The Occupational Therapist will help you learn how to adapt your physical capabilities to activities of daily living, such as bathing, grooming and dressing, and using specialized equipment through individualized exercises and activities. Treatment includes exercise, training, and education. Often compensatory techniques and adaptive equipment help to facilitate independence.

## **Speech/Language Pathologist**

This specialist identifies areas of deficit relating to visual and auditory comprehension, attention, memory, communication skills, oral and pharyngeal sensor motor function, and swallowing. The goal of speech/language pathology is independent communication and appropriate oral function.

## **Therapeutic Recreational Therapist**

The Recreational Therapist assists you in adapting skills to continue previous recreational activities, developing new leisure skills that complement your functional ability, and reinforcing newly learned skills through enjoyable activity.

## **Dietitian**

The Dietitian works with you, your physician and the rehabilitation team to develop dietary plans that meet your nutritional needs and individual preferences.

## **Pharmacist**

The team Pharmacist will evaluate your medications upon admission and throughout your stay. The Pharmacist will attend team meetings with the goal of ensuring that medications are ordered in a dose that is consistent with your age, weight, allergies, and current therapy. The Pharmacist is also available to meet with patients and caregivers to discuss any questions they have related to their medications, safety and side effects.

## **Social Worker**

The Social Worker provides support and counseling to you and your family and serves as a liaison between the team and all other concerned parties, including your family, funding sources, friends, and other medical facilities.

## **Case Manager**

Your Rehabilitation Case Manager assists you and your family by coordinating, facilitating, and advocating for the seamless delivery of services during your stay on the rehabilitation unit and at discharge.

## **Care Partners**

Absolutely essential in the recovery process is the involvement of your loved ones. By providing information to the rehabilitation team about your health, interests, and preferences your loved ones assist in the development of an individualized plan of care that is designed specifically for you.

## Code of Ethics

We are committed to providing quality care that is sensitive, compassionate, promptly delivered, and cost effective. We promise that all staff working at the Center will abide by the following:

- ◆ All policies and procedures regarding ethical conduct and practices.
- ◆ All professional practice acts as established by their professional licensing board in the State of Florida and by their national associations.
- ◆ We will respect the privacy of our clients and hold in confidence all information obtained during the course of evaluation and treatment.
- ◆ We will maintain the dignity and rights of our clients.
- ◆ We will maintain the highest standards of personal and professional conduct.

## Ethics Committee

Healthcare providers and patients and their families may face situations and/or dilemmas relating to complex moral and social issues. We recognize that these situations are stressful, and that support is needed for all involved.

The Ethics Committee, comprised of representatives from the medical staff, administration, patient and/or designee and others as deemed necessary, meets on a regular basis to address issues of general concern. The Committee may meet formally or informally, as requested, to discuss a specific patient concern. A multidisciplinary meeting with the patient and/or family should be conducted to clarify concerns and enhance communication prior to requesting a consultation to the Ethics Committee.

If you feel a referral to this committee is indicated, please contact the Program Director at (772) 467-3577.

## Typical Patient Day

Your daily activities will be structured to provide a coordinated program of intensive therapeutic services that have been tailored to meet your individual rehabilitation needs. Although the schedule and actual therapy program will vary, most of your day will be spent in active therapy. A typical patient day may look like this:

6:30 AM	Awake
7:00	Grooming/Dressing
8:00	Breakfast
8:30	Therapies Begin
12:00 PM	Lunch
1:00	Therapies Resume
4:30	Visitation Hours/Free Time
5:30	Dinner
9:00 or later	Bedtime/Quiet Activities

## Patient & Visitor Information

Please inform visitors of your therapy schedule so that you are available to enjoy time with them. Visitors are welcome and important during your rehabilitation program. **Recommended visiting hours are from 4:30 PM to 8:30 PM, Monday through Saturday and 12:30 PM to 8:30 PM Sundays.**

Special arrangements will be made for the family to observe therapy sessions and to learn more about the rehabilitation services being provided to you. A member of our rehabilitation team will contact family members to arrange for family training.

If family or friends require overnight accommodations, please request a list of area hotels, with estimated rates from your case manager or social worker.

## Meals Served

Breakfast, lunch and dinner are prepared under the supervision of a registered dietitian. Within the limitations of your diet, you may select your own menu. A selective menu will be provided to you daily. If you have any questions regarding your diet, ask your nurse or dietitian.

## Telephone Calls

Telephones are furnished in each patient's room. Callers may reach you by dialing a number furnished to you upon admission or by calling the main hospital line and asking to be connected to your room. We respectfully request that incoming callers refrain from calling when patients are in therapy sessions or during rest breaks.

Patients may feel free to call family and friends. To place a local call, dial "9", wait for a dial tone and dial the desired number. If you need to make a long-distance call please contact your nurse for assistance. Long-distance calls may not be charged to your room, but may be charged to your home, calling card, or made collect.

**The Center also provides accommodations for persons with special needs at no cost. Please notify our staff if accommodation is needed, and we will make the necessary arrangements.**

Additional telephone numbers:

Nurse's Station (772) 467-3908

Nurse Manager (772) 467-3902

Case Management (772) 467-3907

Program Director (772) 467-3577

## Mail and Flowers

We will deliver your mail and/or flowers to your room. The mail sent to you after you have been discharged will be forwarded to your home address unless otherwise specified.

*Please have your mail addressed to:*

Your Name  
c/o Lawnwood Physical Rehabilitation Center  
Lawnwood Pavilion  
1860 North Lawnwood Circle  
Fort Pierce, FL 34950

## Smoking Policy

This is a smoke-free facility. Visitors may smoke only in the designated areas outside the facility. We do not permit alcohol and drugs inside, outside or on the grounds of the facility.

## Spirituality

Your spiritual advisor is welcome during visiting hours. If you desire a visit, our staff will be glad to contact him/her for you. If you do not have a spiritual advisor and would like to have a visit from one, a member of our staff will contact the hospital's resident advisor to request a visit.

## Safety

Upon admission to the Physical Rehabilitation Center, your safety needs are assessed and a strategy is implemented. Visitors should observe any safety guidelines posted in the patient's room and discuss any questions with the nurse or other team members.

## Patient Satisfaction Surveys

Prior to discharge, you will be given the opportunity to comment on your satisfaction with our services. We want you to be **VERY SATISFIED**. Your comments and suggestions are very important to us and help us to continuously improve our programs and patient care.

## Discharge

Your discharge from the Center actually begins the day you are admitted to the unit. Your individual treatment plan, response to treatment, and achievement of goals will determine your actual discharge date. The team will assist you and your family by recommending any additional community resources or adaptive equipment that you might need, as well as, providing education and training to you and your family to assist in your transition.

The actual time of your discharge will be arranged in collaboration with you, your family and the rehabilitation staff.

## After Care

Rehabilitation may continue upon completing your inpatient care program, either on an outpatient basis or in your home. Your treatment team will be working with you to arrange for either of these services. A member of your treatment team may call to check on your progress and answer any questions that you may have about post-hospital care. If you have any questions prior to that call, please call us at the Physical Rehabilitation Center.

## Involuntary Discharge

There may be times when a patient is discharged before their rehabilitation program is complete. This may occur if there is a change in the condition of the patient, affecting participation and/or progress, or if the health and safety of the patient and/or others on the rehabilitation unit are at risk.

## Discharge Against Medical Advice (AMA)

Mechanisms have been established so that a legally competent adult patient has a right to participate in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment.

Upon the decision of a patient to leave the hospital “against medical advice (AMA),” the staff will inform the patient and/or family of the risks of refusing treatment and will request that the patient/family sign an AMA release form. Whenever possible, written instructions will be provided by the hospital.

## **Florida Patient’s Bill Of Rights And Responsibilities**

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider’s or health care facility’s right to expect certain behavior on the part of patients. A copy of your rights and responsibilities will be included in your admission packet.

### **Right to a Living Will**

The law entitles all persons to the right to control decisions relating to their own medical care, including the decision to have life-sustaining procedures withheld or withdrawn in instances where the individual is diagnosed as having a terminal and irreversible illness.

To make one’s wishes known to a physician and other health care workers, a written declaration is needed, specifying one’s wishes in the event one becomes incompetent or otherwise unable to make one’s decision known.

Resuscitation procedures and withholding of resuscitation will be in compliance with the Federal Patient Self Determination Act, OBRA 1990.

More detailed information about Living Wills, Advanced Directives and/or Do Not Resuscitate (DNR) orders can be obtained from your physician, social worker, nurse, or patient representative.

## Access to Your Medical Record

To request a copy of your medical record please ask your nurse for a copy of the Instructions to Obtain Copies of Medical Records and an Authorization to Release Medical Records. The instructions are very clear, however, should you have any questions, please contact the Release of Information Department at (772) 468-4414, or ask your case manager for assistance.

## Grievance Policy/Complaints

The rehabilitation team, and our entire hospital, are committed to excellent patient care and satisfaction. If you have a concern or complaint, please notify your nurse or any staff member. If your concern cannot be resolved immediately to your satisfaction, please contact:

Program Director - (772) 467-3577

Every effort will be made to resolve the concern or complaint. You will be asked to complete a Patient/Family Concern form to assist us in resolving your issue. If more time is needed to resolve the concern or complaint, you will receive notification from the Program Director as to when you can expect resolution. Satisfactory resolution should be reached within seven (7) days.

## Different Ways You Can Express Your Concern

- ◆ You may tell us in person: Ask for the Department Director, Department Supervisor, or Administrative Supervisor.
- ◆ You may call us on the telephone: (772) 461-4000 and ask for the manager of the Department where your concern occurred or ask for the Administrative Supervisor.
- ◆ You may write us a letter addressed to: Administrative/Chief Nursing Officer Lawnwood Regional Medical Center & Heart Institute, PO Box 188, Fort Pierce, FL 34954

- ◆ You may also contact: Agency for Healthcare Administration  
PO Box 14000, Tallahassee, FL, 32317-4000 • (850) 487-2717
- ◆ And/or: Joint Commission on Accreditation of Healthcare  
Organizations, One Renaissance, Oakbrook Terrace, IL, 60181  
(630) 792-5000

Lawnwood Physical Rehabilitation Center is an integral service of Lawnwood Regional Medical Center & Heart Institute. Located on Lawnwood Circle, just minutes from the hospital's main campus, the Rehabilitation Center is CARF accredited and the only inpatient physical rehabilitation center in St. Lucie County. The Commission on Accreditation of Rehabilitation Facilities (CARF) is a not-for-profit organization whose mission is to promote quality services for people with disabilities and others in need of rehabilitation. The programs and services that are accredited by CARF have demonstrated that they substantially meet nationally recognized standards of care.

Backed by a top-rated hospital, Lawnwood's Heart Institute is a winner of the Blue Shield Center of Excellence in Cardiac Care. The Treasure Coast Trauma Center, Level II is now a permanent life-saving center for a 5-county region, providing the highest level of care for the critically injured, and offering access to 28 on-call specialty physicians around the clock. Lawnwood is a Certified Primary Stroke Center with proven patient outcomes that rank it the best in the region.

Lawnwood Regional Medical Center & Heart Institute has the most extensive services of any facility on the Treasure Coast. Unique services include diagnostic and interventional cardiology, open-heart surgery, minimally invasive robotic surgery, inpatient mental health services, and of course, our Rehabilitation Center.

For health information or to receive a referral to a physician, call our free 24/7 Consult-A-Nurse service at 1-800-382-3522. You can read more about Lawnwood's services by visiting our web site at [www.lawnwoodmed.com](http://www.lawnwoodmed.com).













# LAWNWOOD

Regional Medical Center  
& Heart Institute

Official Florida **ER** of the

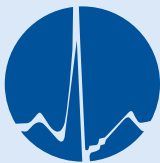
Text "ER" to 23000  
for ER wait times



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**For a FREE physician referral or health information,  
call Consult-A-Nurse at 800-382-3522**

1860 N. Lawnwood Circle | Fort Pierce, FL 34950  
Unit Phone: (772) 467-3908 | Unit Fax: (772) 461-4931

carf INTERNATIONAL

Carf Accreditation signals a commitment to continually improving services, encouraging feedback and serving the community.