

A GUIDE FOR PATIENTS, FAMILIES AND FRIENDS







# Acute Inpatient Rehabilitation

Preparing you to return home and back to your daily life



# Welcome

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The Acute Inpatient Rehabilitation team at Mercy Health — St. Charles Hospital proudly welcomes you.

Our comprehensive, 19 private suite therapeutic facility allows us to provide the personalized care you need to recognize your potential, realize your personal goals and achieve your highest level of function.

Rehabilitation requires patience, determination and commitment to succeed by both you and your loved ones. Our team is here with you every step of the way to guide, teach, encourage and care for you during your recovery.

## OUR MISSION

The mission of our Acute Inpatient Rehabilitation at Mercy Health — St. Charles Hospital is to provide a comprehensive rehabilitation program of the highest quality to improve the functional independence of individuals with disabling conditions.

## OUR VALUES

Human Dignity, Integrity, Compassion, Stewardship, Service

**Our therapeutic facility was designed with your comfort and recovery in mind, including:**

- Private rooms with private bathroom and shower
- On-site access to ancillary service providers such as wound care, respiratory therapy, dialysis and many more.
- On-site cafeteria and gift shop
- Free valet parking
- Full access to all hospital services

## Rehabilitation team concept and your team of specialists

**Loss of function from an injury or illness can have a significant impact on your physical, emotional, social and psychological health. That is why our dedicated rehabilitation team of specialists will work collaboratively to build an individualized treatment plan to help you get the most out of your recovery.**

Because we individualize our care, your personalized rehabilitation team may differ from other patients. Having access to and utilizing the services of other professionals, such as clinical psychiatry, prosthetists, orthotists or spiritual care staff allows us to best serve you. Your core rehabilitation team may include:

**PHYSIATRIST:** Our team of physiatrists (physicians specialized in physical medicine and rehabilitation) will evaluate your physical capabilities, lead the team in developing your individualized treatment plan and monitor your health and well-being.

**REHABILITATION NURSE AND PATIENT CARE TECHNICIAN (PCT):** Our knowledgeable rehabilitation nursing team is available to care for you 24 hours a day, 7 days a week. They will collaborate with your physiatrist and other advanced practice providers to monitor your medical condition, administer your individualized medication and treatment regimen, assist you with activities of daily living, provide necessary education to you and your support system, and reinforce the skills learned with therapy integrating them into your daily routine.

**PHYSICAL THERAPIST (PT) / PHYSICAL THERAPIST ASSISTANT (PTA):** Our physical therapists are specially trained movement experts who will work with you to improve your strength, coordination and function to better your overall quality of life. After admission, a physical therapist will evaluate you, taking the time to carefully document and analyze your current functional status and work with you to set realistic goals to promote independence and return you home. After your goals are set, our team will work with you to restore function, gain strength and coordination, reduce or manage pain and identify and educate you on adaptive equipment as indicated.

**OCCUPATIONAL THERAPIST (OT) / OCCUPATIONAL THERAPY ASSISTANT (OTA):** Our occupational therapy professionals will work alongside you to improve your skills and abilities to live your life fully and completely. After admission, a registered occupational therapist will comprehensively evaluate your ability to complete your activities of daily living (ADLs), manage your functional health practices, vocationally rehabilitate, participate in social and leisurely activities and assess overall cognitive function. These registered therapists will work closely with you and your support system to find out what goals are important to you when creating a plan of care. After your

occupational therapy goals are carefully curated, you will work with one of our specially trained team members to work towards your personal goals and identify necessary adaptive equipment needs to get you home and back to doing the things you love.

**SPEECH-LANGUAGE PATHOLOGIST (SLP):** Our speech-language pathologists are trained to assess, diagnose and treat communication, cognition and swallowing impairments in our vast patient population. Depending on your specific diagnosis and needs, a speech-language pathologist will meet with you after admission and if indicated, develop a plan of care. Together, you may work to optimize your communication potential through vocal speech, language, thinking and conversational skillsets. Speech-language pathology specialists may also focus on cognitive skills that you use to learn and process information. These skills include attention, reasoning, short and long-term memory, perception and executive function. If you are experiencing difficulty with swallowing, our team can help you train and strengthen muscles involved, recommend diet consistencies according to your level of impairment to maintain your safety and educate you on techniques to improve your swallowing function.

**DIETICIAN:** Our clinical dietitians are specialized health professionals that are used to promote overall wellness through diet and nutrition. Our dietitians will work with you to design a nutritional program to meet your unique nutritional needs and encourage healing. A dietitian may make recommendations for you in order to focus on your specific goals, develop or maintain healthy eating habits and help manage a variety of specific disease processes.

**SOCIAL WORKER (SW) / CASE MANAGER (CM):** Throughout your stay, a member of our knowledgeable social services and case management team will meet with you and your support system to assess your needs, determine your goals and ensure your rehabilitation needs during your stay and after discharge are being met. These team members are able to assist with a wide variety of needs, such as providing emotional support to enhance your well-being, connecting you with support groups as you work through this new life event and coordinating available resources to serve your complex needs. They may also assist with scheduling follow up appointments with your providers after discharge to maintain continuity of care, ensuring transportation services are in place, coordinating family training with our specialized rehabilitation team and scheduling care conferences with your support system as needed to maintain a cohesive discharge plan. Our skilled social services team commonly acts as a liaison between all of your care team members to keep communication with you and your chosen support system open, efficient and effective.

## Preparing for your stay

### WHAT TO BRING WITH YOU:

Bring a few changes of comfortable, loose-fitting clothing appropriate for an active exercise program and other items you may need to be comfortable during your stay:

- Shirts or blouses
- Pants, shorts or sweat suits
- Sweaters
- Coat for outside (if needed)
- Undergarments and socks
- Supportive footwear with a non-skid sole (preferably not slip-ons)
- Any splinting or supportive devices, prosthetics, or orthotics you commonly use at home
- Pajamas
- Bathrobe/Housecoat
- Preferred Toiletries
- Eyeglasses, contacts, and vision care supplies
- Hearing aids (and batteries)
- Dentures or other needed oral appliances
- Reading materials or other leisure items to keep you occupied during personal relaxation time

### HELPFUL REMINDERS:

Make sure your personal belongings are well labeled with your name so nothing gets lost or misplaced.

Although laundering your personal belongings may be a part of your therapy treatment plan, it is best to coordinate personal laundry services with your support system.

For your safety, all electrical equipment must be inspected prior to use to make sure it meets hospital code. If you bring items such as electric razors, hair dryers or other small appliances, please notify a care team member so we may coordinate inspection as appropriate.

### WHAT TO LEAVE AT HOME:

**Valuables:** The hospital is not liable for money, valuables or personal belongings including loss, damage or resulting injury.

**Weapons and intoxicants** are strictly prohibited at any time on our campus. This includes patients and visitors. For safety purposes, a security search may be performed at any time. When a search is conducted, it will be carried out in a professional and courteous manner. Recognizing the possible intrusion to personal privacy that may occur, it is necessary to ensure patient, staff and visitor safety.

### DURING YOUR STAY

- At an inpatient rehabilitation level of care, you will be expected to participate in your scheduled rehabilitation sessions at a minimum of three hours per day, five days a week or an average of 900 minutes per week, depending on your individualized plan of care. These sessions are spaced out throughout the day to allow for ample break and recovery time. Intensive rehabilitation program participation is a regulatory requirement designated by payor sources such as Medicare, Medicaid and other insurance plans.
- Therapy services are offered seven days a week.
- Your daily therapy times will be scheduled the day prior to services. These times will be posted in your room each night for the following day. Support system members may be scheduled to participate in your daily therapy sessions. A team member will work to schedule a time most convenient for everyone to participate in these training sessions. During these sessions, the therapist will help to educate your support system on your rehabilitation process and how to safely and effectively assist you as needed. Please ask other visitors to avoid visiting during your scheduled therapy times to allow for you to maximize your participation and focus on healing.
- Managing your pain is an important part of in the rehabilitation process to allow you to fully benefit from your therapy services. Please let your rehabilitation nurse, therapist or physician know if you are experiencing pain. Our physiatrist will work closely with you and the rest of your care team to help manage pain.

## PREPARING FOR HOME

**Interdisciplinary team conference:** Your interdisciplinary care team will meet weekly to discuss your progress, measure your goals and make adjustments to your plan of care as indicated. After this conference, a member of your team will meet with you to discuss your progress, answer any questions you may have and give you a target discharge date.

**Care conferences:** We want your support system to be involved in your rehabilitation, too. You can request care conferences to review your progress, ask questions and prepare for your discharge. Education and training will be provided to you and your loved ones by a licensed clinician to promote your independence to transition you back to home.

**Therapeutic home evaluation:** An evaluation of your home environment may be conducted. A licensed therapist may visit your home to assess layout, safety and identify potential barriers that may require changes to your plan of care or living environment. This helps our care team address your specific needs and help set realistic goals to prepare you for discharge.

It is important to our team that you and your support system are well prepared for your discharge home. Before you leave acute inpatient rehabilitation, we want to ensure that you understand the discharge planning process and what you as a patient can do to advocate for yourself.

- Discharge planning begins day one of your stay and is a conversation that will continue throughout. As you progress during your stay, any recommended services and equipment needs will be identified and coordinated. If there is any part of your plan for continuing therapy, medical care or follow up that you do not understand, please feel free to ask questions as soon as they arise.

- On the day of discharge, you will receive a finalized written copy of your individualized discharge plan that our team has created with you and your support system. This written plan will include a reconciled discharge medication list, your next steps such as where to pick up your prescriptions, follow up appointments with your providers and personalized patient education.

- MyChart: Our patient portal app is your connection to all things health care, all in one place. You can manage appointments, virtual visits, digital paperwork, medication, health records, your bill and much more. To get started with My Mercy Health, you'll need to create a new account after installing the app. For more information visit [mercy.com/MyMercyHealth](https://mercy.com/MyMercyHealth)

### PATIENT EXPERIENCE:

- Thank you for trusting us with your care. You may receive a survey from a company called Press Ganey asking for your feedback. We would appreciate it if you took a few minutes to share your experience. Your input is very valuable to us.

- After you are discharged, you may receive a phone call from a team member to see how you are doing.

### DISCHARGE PLANNING:

## PATIENT RESPONSIBILITIES

**As a patient, you are responsible for telling your health care providers about:**

- Your symptoms or how you are feeling.
- Any changes you have in your symptoms or how you are feeling.
- Your past illnesses.
- Past care received in hospitals or clinics.
- All medications you are taking or have taken.

**As a patient, you are responsible for assisting with your plan of care. You are responsible for:**

- Asking questions about your care, treatment and medical concerns.
- Following the recommended plan of care.
- Telling staff if you are not able to follow your plan of care.
- Understanding what may happen if you do not follow the recommended plan of care.
- Being aware of safety issues and speaking up when you have concern.

**As a patient, you are responsible for reporting your pain. You are responsible for:**

- Telling staff where your pain is and how much it hurts.
- Telling staff when pain treatments are not working.
- Telling staff your concerns about taking pain medicine.

**As a patient, you are responsible for acting with concern for other people. You are responsible for:**

- Following the rules for visiting, safety and privacy of all of our patients.
- Cooperating with the hospital being a tobacco-free campus.
- Treating hospital staff with courtesy and respect.
- Keeping the noise level as low as possible.
- Respecting other people's property.

**As a patient, you are responsible for:**

- Having reasonable expectations about your care and services.
- Paying for the services you receive.
- Providing all information requested to make sure that your bill is correct.

**A copy of our Patient's Rights and Responsibilities policy is available upon request from the Patient Registration Department.**

## PATIENT RIGHTS

**As a patient, you have the right to clear and timely communications. You have the right to:**

- Information about your rights before your care begins.
- Services of interpreters or assistive devices to help you in communicating.
- Have a family member or friend and your physician contacted when you are admitted to the hospital.
- Clear and complete information about your illness, tests or treatments.
- Know the names of the health care professionals providing your care.
- Information about what to expect for your recovery.
- Communicate freely with others while in the hospital.
- Receive an itemized bill for all the services you receive.
- Clear discharge instructions.
- Assistance in finding more care that you may need after you leave the hospital.

**As a patient, you have the right to respect and dignity. You have the right to:**

- Make your own decisions about your care.
- Have someone you choose to make decision about your care if you are not able to be cared for with respect, consideration and compassion.
- Sensitive consideration of your personal beliefs and values.
- A private and confidential setting.
- Be treated ethically and humanely, including a meeting with the Ethics Committee if you so wish.
- Be free from restraints (whether physical or chemical) unless they are needed to protect you or others from injury. Restraints will not be used as a punishment or to make it easier for the staff to care for you.
- Be informed and allowed to accept or refuse any study drugs or treatments.

**As a patient, you have the right to consideration for your comfort and safety. You have the right to:**

- Pain control provided by hospital staff who believes it is important to help with your pain.
- Furnishings and equipment that are safe and fit your needs.
- Storage space and a locked area for your valuables.
- A safe and secure setting free of abuse or harassment.
- Be referred to community services if you feel at risk of harm.
- Receive care when you need it provided by qualified staff.
- Choose who may or may not visit you regardless of whether or not they are legally related.
- Have the presence of loved ones for comfort and support.

**As a patient, you have the right to have your complaints addressed. You have the right to:**

- Have complaints responded to quickly and kindly by staff members.
- A complaint and be informed of available resources for resolving disputes, grievances, and conflicts.
- Patients and their families may dial "0" to request this service or ask their caregiver to help with the call.
- Have any grievances resolved quickly.
- Receive a written reply to your complaint that includes a name of a person you can call, the hospital's response to what happened, the steps taken to make things better and the date the grievance was completed.
- Voice a complaint about your care without fear of retaliation. Please feel free to contact the Acute Inpatient Rehabilitation Nurse Manager or Inpatient Therapy Supervisor with any questions or concerns regarding your care.

## MEALS AND SNACKS

Our friendly nutritional service ambassador team will review with you our menu options curated by our chef and obtain your order to meet your individual preferences. Meals will be delivered to your room at the times listed below. It is important that you eat when your meal arrives to ensure the quality of the food, supporting your energy requirements to participate in your daily rehabilitation activities and allowing time for your scheduled therapy appointments to make the most of your progress.

**Meal times:**

- Breakfast 7:00 a.m.
- Lunch 12:15 p.m.
- Dinner 4:30 p.m.

Many people enjoy having family or friends bring in something special to eat or drink from home or from their favorite restaurant. Please discuss your specific nutritional requirements with our nursing team prior to having items delivered or consuming them in order to ensure your safety. Many patients may require detailed monitoring of fluid or food intake, specialized therapeutic diets or even require a modified diet consistency due to impaired function. Some patients may need to not eat or drink temporarily for specialized testing if directed by a physician. Your rehabilitation nurse will be able to identify any adjustments or documentation needs you require prior to consuming outside food or beverage and can communicate clearly with you and your support system.

The Acute Inpatient Rehabilitation features a patient galley located directly on the unit. If your support system brings in food or drink, one of our team members can assist with proper labeling and storage of your items in a refrigerator or freezer, if needed. There are also snacks and beverages available upon request.

Visitors may choose to purchase meals in the hospital cafeteria (located on the basement level) or from vending machines (located throughout the hospital).

**Cafeteria Hours:**

Monday – Friday: 6:30 a.m. – 6:00 p.m.

Hot meals available: 6:30 a.m. – 9:30 a.m.

11:00 a.m. – 1:30 p.m.

4:30 p.m. – 6:00 p.m.

Saturday – Sunday: 6:30 am – 1:30 p.m.

Hot meals available: 6:30 a.m. – 9:30 a.m.

11:00 a.m. – 1:30 p.m.

In between meal times during operational hours, the cafeteria is still available for beverages and grab and go items.

## PERSONAL DELIVERIES

Personal deliveries such as mail and flowers received at the hospital will be delivered to your room. Any mail that arrives after you are discharged will be forwarded to your home address on file.

## GIFT SHOP

The gift shop is located near the main entrance of the hospital on the first floor and offers a robust selection of goods for sale including snacks, cards and small gifts. For inquiries and gift shop hours of operation, please call 419-696-7224

## VISITATION

Your support system plays a vital role in your rehabilitation process. Please have visitors be mindful of your daily therapy schedule to avoid any time conflicts while you work on healing and regaining your independence. We encourage visitors to come spend time with you within our visitation hours:

Daily: 8:00 a.m. – 9:00 p.m.

Children under the age of 12 must be accompanied by another visiting adult.

# ACUTE INPATIENT REHABILITATION CONTACT DIRECTORY

**Nurse's Station:**  
 Phone: 419-696-5600  
 Fax: 419-696-5665

**Admissions/Referrals:**  
 Phone: 419-696-5699  
 Fax: 419-696-4083

**Social Services/Case Management:**  
 Phone: 419-696-5688  
 Fax: 419-696-4083

**Clinical Manager:**  
 Phone: 419-696-7044

**Therapy Supervisor:**  
 Phone: 419-696-9485

**Inpatient Therapy Main Line:**  
 Phone: 419-696-7205

**Billing Department:**  
 Phone: 855-732-0138

**Hospital Operator:**  
 Phone: 419-696-7200

**Patient Room Phone Numbers:**

Room	Phone Number
2606	419-696-2606
2608	419-696-2608
2609	419-696-7857
2612	419-696-2612
2613	419-696-2613
2614	419-696-7860
2617	419-696-2617
2619	419-696-7902
2622	419-696-7903
2623	419-696-7904
2626	419-696-7905
2627	419-696-7906
2629	419-696-7907
2632	419-696-7908
2633	419-696-2033
2635	419-696-2035
2638	419-696-7911
2639	419-696-7912
2641	419-696-7913

# HOTELS

**COMFORT INN EAST**  
 2930 Navarre Ave.  
 Oregon, OH 43616  
 419-691-8911

**HOLIDAY INN EXPRESS**  
 3154 Navarre Ave.  
 Oregon, OH 43616  
 419-691-8800

**HAMPTON INN**  
 2931 Navarre Ave.  
 Oregon, OH 43616  
 419-724-3333

**TOWNE PLACE SUITES BY MARRIOTT**  
 2851 Navarre Ave.  
 Oregon, OH 43616  
 419-724-0044

**SLEEP INN & SUITES**  
 1761 Meijer Circle  
 Oregon, OH 43616  
 419-697-7800

# TRANSPORTATION

**BLACK & WHITE TRANSPORTATION**  
 567-218-0795

**AIRLINE CAB**  
 419-893-3245

**CHECKER CAB**  
 419-243-2537

**SILVER CAB OF OHIO, INC.**  
 419-690-3700

**BLACK AND YELLOW TAXI CAB**  
 419-515-5087

# AMBULANCE SERVICE

**MERCY HEALTH LIFE STAR**  
 419-245-6220

Other services are available at your request.

# MERCY HEALTH PHYSICAL MEDICINE & REHABILITATION PHYSICIAN OFFICE LOCATIONS

## MERCY HEALTH — PHYSICAL MEDICINE & REHABILITATION

5800 Monroe St., Building A-10  
Sylvania, OH 43560  
419-885-8449, option 3

## MERCY HEALTH — OREGON PHYSICAL MEDICINE & REHABILITATION

2600 Navarre Ave.  
Oregon, OH 43616  
419-885-8449, option 3

## MERCY HEALTH — PERRYSBURG PHYSICAL MEDICINE & REHABILITATION

12623 Eckel Junction Rd., Ste. 2600  
Perrysburg, OH 43551  
419-885-8449, option 3

## MERCY HEALTH OUTPATIENT REHABILITATION AND THERAPY FACILITIES

### MERCY HEALTH — OREGON OUTPATIENT REHABILITATION & THERAPY

3851 Navarre Ave., Ste. 100  
Oregon, OH 43616  
419-696-7203

### MERCY HEALTH — PERRYSBURG OUTPATIENT REHABILITATION & THERAPY

13415 Eckel Junction Rd.  
Perrysburg, OH 43551  
419-251-8788

## MERCY HEALTH — MAUMEE OUTPATIENT REHABILITATION & THERAPY

518 The Boulevard  
Maumee, OH 43537  
419-794-4730

## MERCY HEALTH — ST. VINCENT OUTPATIENT REHABILITATION AND THERAPY

2213 Cherry St., First Floor Main Hospital  
Toledo, OH 43608  
419-251-4261

## MERCY HEALTH - SUNFOREST OUTPATIENT REHABILITATION & THERAPY

3930 Sunforest Ct., Ste. 100  
Toledo, OH 4363  
419-251-1121

## MERCY HEALTH - SYLVANIA OUTPATIENT REHABILITATION AND THERAPY

7640 W. Sylvania Ave., Ste. B  
Sylvania, OH 43560  
419-407-1080

Information regarding other outpatient rehab facilities is available at your request.

## MERCY HEALTH — ACUTE INPATIENT REHABILITATION

2600 Navarre Ave., North Building - Second Floor  
Oregon, OH 43616  
419-696-5699



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