

# TAMPA GENERAL REHABILITATION CENTER OUTPATIENT THERAPY PROGRAM

## Patient and Family Orientation Packet

Welcome. Thank you for choosing us to help you achieve your rehabilitation goals. We look forward to working with you. Please take a few minutes to read this information packet. If you have any questions, speak to your therapist or the Outpatient Case Manager.

### **PARKING**

Tampa General offers valet parking. This is a free service for outpatients receiving therapy or clinic services.



**REGISTRATION** - These are the steps to register at EACH visit.

**STEP 1** – Stop at the **reception** desk. This is the first desk you come to in the main lobby. You will be asked your name and date of birth.

**STEP 2** – Go back to the waiting area and take a seat. You will be called to one of the two **registration** desks to complete the registration process.

**It is very important that we have your current telephone number, in the event we need to contact you.** It is recommended that you come 30 minutes prior to your appointment .

### **IDENTIFICATION WRIST BANDS**

*Each time you come to therapy, you must receive a wrist band. This is an important safety step. It helps to assure the right procedure is done to the right patient. Steps are similar to registration, however the process takes less time. First check in at the reception desk, then have a seat in the registration area. **The wrist band must be placed on the patient by the Patient Access Specialist.** It can not be given to a family member.*

**We thank you for your patience with the registration and wrist band processes.**

**Remember, they are done for three very important reasons:**

- **Proper patient identification is an important safety measure.**
- **We must obtain your permission to be treated..**
- **It establishes a monthly account number for accurate and correct billing practices.**

### **BRING YOUR EQUIPMENT**

Remember to bring your walking equipment with you to therapy (walker, cane, wheelchair etc). Also, bring any braces or splints you are using.



### **EVALUATION AND SCHEDULING THERAPY**

During your first visit, the therapist will do an evaluation. This will help determine your length of stay (how long you will be in therapy) and the frequency (how often) you should

come to therapy to get the best benefit. This is decided in conjunction with what your physician has ordered, and what your insurance will cover.

Most patients come 2 to 3 times per week. We generally schedule patients to work with the same therapist at each visit, however, there may be times when another therapist covers you. All of our therapists are highly skilled and will take very good care of you.

### **ATTENDANCE**

We work to give you a predictable schedule. You will generally come the same days of the week at the same time. Consistent attendance is necessary to achieve maximum benefit from therapy. If you have three unexcused absences, or frequent absences that interfere with progress, you can be discharged from the program

### **OUTPATIENT THERAPY CANCELLATION LINE**

If you are going to be late, or you are not able to keep your scheduled appointment, call us using the number listed below. Please call as far in advance as possible, and **no less than 2 hours** before your scheduled appointment.

**Call – 844-3937**

**You will be asked to leave a message. Tell us:**

- 1. your name and telephone number**
- 2. the name of the therapy you will be missing**
- 3. the name of your therapist(s)**
- 4. your therapy appointment time(s)**
- 5. reason for missing therapy**

**Calling a number other than the cancellation line may prevent the message from getting to your therapist, and result in an unexcused absence.**

Plan on attending your next routinely scheduled therapy time. If you do not have another scheduled therapy time, you will be contacted with appointment information. Make sure to *leave a contact phone number*.

**PLEASE BE HERE ON TIME** – It is also important that you are on time for therapy. If you are late, you run the risk of your session being cancelled. Remember that the process of parking, registration and getting your identification arm band take some time, so plan accordingly.

### **INFECTION CONTROL**

One of the best ways to control the spread of infection is by thorough handwashing. We ask that you, and anyone accompanying you to therapy, wash your hands when you arrive in the department, and again when it is time to leave. There are hand sanitizer dispensers located in several places throughout the gym and rehab center.

From time to time you may see someone wearing a gown or mask. This may be done to protect that person from infection or to help prevent the spread of infection.

If you are ill, running a fever, coughing, or are vomiting, please stay home. You can not do your best in therapy if you are sick, and you might put others at risk of becoming ill. (*Remember, if you need to cancel, contact the cancellation line at the number listed above.*)



There is no access to physicians in the therapy department. If you need a physician, please contact one directly. If you need help locating a physician, speak to the Outpatient Case Manager.

**If you are hospitalized, have a medical complication or go to the Emergency Room during your course of therapy, you will need a new prescription to return to therapy. The therapists need to know it is safe to treat you. This is for your protection.**

### MEDICATIONS

**We are not able to assist you with getting medications or refills.** Please contact your medical doctors for this. Therapists **may not** assist you in taking any medication during your therapy session. Patients must be able to take their own medication, or have a family member present to assist them.



During your first visit, you will be asked about the medications you are taking. If you have general questions about a medication, you can speak to the outcomes manager. It is always a good practice to ask your doctor about any questions you have regarding your medications. Your pharmacist is another good resource.

Alcohol and non-prescribed drugs can cause adverse reactions to your prescription medications. It can worsen deficits caused by injury or illness and cause problems with balance, coordination, thinking and judgment). If you attend therapy while under the influence of alcohol or non-prescription drugs, you will jeopardize your safety. You will not be allowed to continue your session and you will be at risk of discharge.

**CELL PHONES** We ask that you do not use your cell phone in the therapy department. A ringing cell phone is a distraction to you and other patients. This can be a safety concern. Taking calls during your session reduces your therapy time.



### CONFIDENTIALITY

For your protection, therapists are limited with whom they may discuss your status, or provide documentation to. Your referring physician and insurance company are the only individuals who will receive therapy reports. You can sign a Release of Information if you want to provide anyone else with therapy reports. Likewise, you can sign a Release of Information for us to get information from a doctor you are seeing, if their input can help with your rehabilitation program.



Curiosity is natural, but the therapists are limited in what they can tell you about another patient. This is due to confidentiality and done to protect all of our patients.

## **FAMILY**

Family can be an important factor in successful rehabilitation. Family can provide support and encouragement. They are frequently involved in training for carryover at home.

The gym can become a hectic place on busy days. To ensure our patients an environment which is safe, private and with minimal distractions we ask that family be limited to one or two per patient during the treatment session. Please make arrangements for small children or provide them with supervised activity. Do not allow children on any of the equipment.

## **WHAT ARE YOUR RIGHTS?**

We recognize your right to courtesy and respect. We understand the importance of protecting your privacy and dignity. We believe patients should be well informed and have a right to ask questions about their care. We encourage patients to participate in the identification of their goals and development of the treatment plan.

It is understood that a concern or difference of opinion can occur at some time during your program. We always encourage patients to discuss their concerns directly with their therapist. If this does not result in an outcome you are comfortable with, please speak to the manager, Nita Kidiyoor. Her phone number is 813-844- 7073.

You also have the option of completing a *Patient/Family Concern Form* to notify management of a concern or problem. These forms are located in the department. You will receive a written response from a member of the management team.

## **CUSTOMER SATISFACTION SURVEY**

Customer satisfaction is very important to us. You may receive a Press Ganey satisfaction survey in the mail. We ask that you fill it out and mail it back. Our goal is to get a score of “**very good**” in each area. This is the highest score we can achieve. This also provides you with an opportunity to recognize staff who have done a very good job in your care.



We also have a **FAMILY MEMBER/CAREGIVER SURVEY**. We want to make sure we are meeting the rehabilitation needs of our patients family members and caregivers as well. These surveys are located in the gym, can be obtained from your therapist or the case manager. As with all surveys, feedback is important. We have made some important changes based on customer feedback.

**If you have any questions about the content of this hand out, or your rehabilitation program, please contact the Outpatient Case Manager at 813-844-7270.**

**Tampa General Rehabilitation Center is accredited by the Joint Commission on the Accreditation of Health Care Facilities (JCAHO), and the Commission on the Accreditation of Rehabilitation Facilities (CARF). This means the services meet both state and nationally defined standards**

