Our Mission
We serve our communities by preventing illness, restoring health and providing comfort, through exceptional people delivering exceptional care.

Located at The Moses H. Cone Memorial Hospital
4th Floor • 1200 N. Elm Street
Greensboro, NC 27401 • 336.832.4000
conehealth.com/inpatient-rehabilitation

Inpatient Rehabilitation
Patient Handbook

Today’s challenge. Tomorrow’s triumph.
Patient Handbook
Welcome to Cone Health Inpatient Rehabilitation Center. This brochure will help you prepare for admission and tell you what to expect while you are a patient here. Please feel free to ask your physician, nurse and therapists any questions that you or your family members may have. We’re here to help.

The Inpatient Rehabilitation Center is located on the fourth floor of The Moses H. Cone Memorial Hospital, 1200 N. Elm Street Greensboro. The department telephone number is (336) 832-4000.

Our Commitment
We are committed to providing exceptional care. The Inpatient Rehabilitation Center focuses on the core values of outstanding service, caring spirit and integrity. Cone Health maintains accreditation from The Joint Commission. The Inpatient Rehabilitation Center is accredited by the Commission on Accreditation for Rehabilitation Facilities (CARF) for comprehensive inpatient rehabilitation and for specialty programs in stroke and brain injury rehabilitation. The Inpatient Rehabilitation Center is part of a continuum of care that includes a network of outpatient rehabilitation centers and a variety of community support groups.

Admission and Discharge
Admission to the Cone Health Inpatient Rehabilitation Center is based upon your need for and ability to participate in and benefit from our comprehensive inpatient rehabilitation services. Our goal is to help you return to your home and community or prepare you for the next level of care.

The rehabilitation team works with you, your family and caregivers throughout your stay to ensure a smooth transition at discharge. Discharge from the program is a planned event that occurs when you achieve your rehabilitation goals. Discharge also may occur if you become too ill to participate in the program, are unable to make progress toward your goals or if you decline to participate in the program.

Patient and Family Involvement
You and your family and caregivers are the center of the rehabilitation treatment team and guide program goal setting and treatment planning. Families and caregivers are encouraged to participate in all aspects of the rehabilitation program, including therapy sessions and education classes. The Center’s “apartment” provides an opportunity for you and your family to practice skills in a home-like setting. Community outings allow you a chance to practice skills outside the hospital. Family conferences are encouraged and are scheduled as needed or upon request.
Your Rehabilitation Team
These specially skilled, highly trained professionals work with you and your family throughout your inpatient rehabilitation stay.

Physiatrists are physicians specially trained in physical medicine and rehabilitation. They guide you on the journey to recovery. They are responsible for the overall management of your rehabilitation program. A physiatrist or other physician will visit you each day you are at the Rehabilitation Center.

Physician Assistants work closely with physiatrists to provide complete medical care.

Rehabilitation Nurses provide 24-hour care and monitoring. Your nurse will create a personalized care plan based on your goals and will teach you and your family to become proficient in handling your needs.

Physical Therapists help you improve movement, strength, balance, coordination and endurance.

Occupational Therapists focus on improving coordination, thinking skills and daily living skills, such as bathing, dressing, grooming, eating and homemaking.

Speech-Language Pathologists help you improve communication, swallowing and thinking skills.

Recreational Therapists use leisure activities to improve movement, coordination and thinking skills and arrange for community re-entry activities.

Dietitians offer nutritional care and counseling to aid in the recovery process.

Psychologists provide psychological testing, treatment and counseling to help you and your family adjust to changes that occur with illness or injury.

Case Managers and Social Workers help involve you and your family in decisions about the rehabilitation program. They coordinate rehabilitation services to meet your needs and help plan for any home needs, such as follow-up nursing care and therapy services. Case Managers can help you and your family understand insurance information and explain options for receiving financial assistance. The Social Workers also may provide counseling services.

Chaplains provide spiritual and emotional care.
What to Bring
As your treatment progresses, you will do more on your own, including getting in and out of bed, bathing, dressing and moving around the Rehabilitation Center. You will participate in daily therapy and work on your goals around the clock. You’ll feel much more comfortable wearing your own clothes and using your own toiletries and personal items.

Clothing
Since you will be in therapy most of the day, wear comfortable clothing. Plan to bring clothes that are loose fitting and easy to get on and off. You should bring enough day and night clothing to last at least five days.

We recommend:
• T-shirts/knit tops.
• Pull-on slacks/shorts.
• Comfortable, well-fitting, low-heeled shoes with nonskid soles, such as sneakers or walking shoes.
• Bathrobe.
• Pajamas or nightgowns.
• Rubber-soled bedroom shoes (no open heels).
• Socks.
• Underwear.
• A light sweater or jacket.

You should bring a laundry bag for dirty clothing. We recommend that you label clothes and personal items with your name. Family members are responsible for your laundry. A washer and dryer are available in the department. When appropriate, doing your own laundry may be a part of your therapy.

Personal Items
It is important to bring the things you normally use at home. The hospital can provide toiletry items if you forget them.

You may want to bring:
• Deodorant.
• Shampoo.
• Eyeglasses and case.
• Makeup.
• Hairbrush or comb.
• Shaving kit.
• Toothpaste and toothbrush.
• Denture-care materials.
• Hearing aid and extra batteries.
• Contact lens cleaner and case.

You also should bring any mobility aids you currently use, such as canes, walkers, crutches, prostheses, wheelchairs, braces or splints. Please label these before you come to the hospital.
A Typical Day

Seeing Your Physician
You will see your rehabilitation physician each morning. You and your family are encouraged to ask questions and discuss any concerns you might have about your medical care or the rehabilitation program.

Therapy Schedule
You will have an individualized therapy program that will include physical therapy, occupational therapy, and possibly speech/language pathology and recreational therapy. Some therapy will be held in a group setting, while other sessions will be one-on-one. While the number of therapy sessions that you have each day will depend on your special needs, you typically will receive at least three hours of therapy five days a week.

Therapy services are available from 7 a.m. until dinner time. You will be scheduled for therapy sessions throughout the day. In addition, your schedule may include educational classes and rest breaks. Your schedule will be posted in your room.

Team Conferences
The team holds weekly conferences to discuss your progress and to set goals and your discharge date. Results of the team conference are discussed with patients and families.

Education
Education is an important part of the rehabilitation program. Caregivers and close family members are encouraged to attend therapy sessions with you to offer support and learn how to help you at home. Your social worker will work with you to schedule these sessions.

You also will receive a personal “Health Resource Notebook” that contains:
- A checklist to help you identify your own educational needs.
- Information on how to advocate for yourself with healthcare professionals, such as tips on talking with your doctor to get the most out of your appointment.
- Informational materials about your condition.
- A Personal Health Profile to organize your health information. We will help you complete this and teach you how to use it after discharge.

Patient and Caregiver Education Classes are offered weekly on:

Nutrition - Learn better eating habits and how to make better food choices.
Coping - Helps you and your family adjust to changes that occur with your illness or injury.
Risks factors for stroke and stroke prevention - Learn about the risk factors of stroke and ways to prevent a stroke.
Advocacy/Resources - Provides you with information on community resources and teaches you techniques to advocate for yourself.
Your Room
Rooms are assigned based on availability and need. Each room has a private bathroom and large shower equipped with grab bars and a hand-held showerhead.

Meals
Meals are generally served at these times and may vary depending on your schedule.

Breakfast: 7 – 8 a.m.
Lunch: Noon
Dinner: 5 – 6 p.m.

Your visitors may purchase meals and snacks in the hospital cafeteria or at Subway, located in the Atrium.

Visiting Hours and Free Time
Immediate family (spouse, parents, children) and caregivers may visit at any time to observe therapy or participate in family education. Visiting hours for extended family and friends are 4 – 8:30 p.m. weekdays.

Grounds Pass
Your physician may grant a grounds pass after you are admitted. Once you receive this pass, family and friends may take you to the cafeteria, Subway, Magnolia Gift Shop or solarium during your free time.

Support Groups
The Rehabilitation Center also offers support groups to help you and your family adjust during the recovery process. Ask your social worker about available support groups.
Cone Health Inpatient Rehabilitation
Center Bill of Rights for Patients

Patients have the right to:

• Considerate and respectful care by competent personnel.
• Privacy, confidentiality and security.
• Know, by name and profession, each person involved in their care.
• Expect reasonable response to their requests for services or choices in care providers.
• Receive complete information from their physician concerning their diagnosis, treatment and prognosis. When it is not medically advisable to inform the patient of this, the information will be made available to the patient’s designee.
• Provide informed consent prior to the beginning of any procedure or treatment, except in emergency situations.
• Refuse treatment and to be informed of the related medical consequences.
• Have pain assessed and managed throughout their hospitalization.
• Formulate an advanced directive for care and have practitioners who comply with these directives.
• Express complaints or grievances about care without fear of any negative consequences, and have complaints addressed within a reasonable timeframe.

• Review records pertaining to their medical care and receive an explanation if necessary, except when restricted by law.
• Access or be referred to legal entities for representation if needed.
• Access self-help and advocacy support services.
• Investigation and resolution of alleged infringement of rights.
• Access to an interpreter if needed.

continued next page
Cone Health Inpatient Rehabilitation Center Bill of Rights for Patients

Patients have the responsibility to:

• Provide accurate and complete information about present complaints, past illnesses, medications and other matters related to the patient’s health.

• Take an active role in decisions about goals, treatment and discharge planning.

• Let us know about your preferences and how we can help you to get the most out of your rehabilitation stay. Tell us if we do not meet your expectations.

• Ask questions when they do not understand what they have been told about their care and what they are expected to do.

• Actively participate in the treatment plan. Express any concerns they have about the ability to follow the proposed plan. The rehabilitation team will make every effort to adapt the treatment plan to the patient’s needs and limitations.

• Adhere to the individualized safety plan displayed in your room.

• Follow hospital rules and regulations.

• Act with consideration and respect for other patients, visitors and staff of Cone Health.