

## **Acute Rehabilitation Unit FAQs**

### **How does Providence Mission Hospital Acute Rehabilitation compare to other inpatient programs?**

We are one of Southern California's most respected inpatient rehabilitation programs and one of the few to meet the rigorous standards of the Commission on Accreditation of Rehabilitation Facilities (CARF). Innovation and excellence are also reflected in our outcomes. The majority of our patients' successfully return home.

### **What's the first step in beginning rehabilitation at Mission's Acute Rehabilitation Unit (ARU)?**

We will coordinate directly with the hospital you're currently in to ensure a safe and effective transfer of care as well as work with your insurance company to arrange approval for your treatment at ARU.

### **How do I pay for rehabilitation services?**

Inpatient rehabilitation is typically covered by most health plans. For more information, you should check with your insurance company or contact us.

### **Will I see the same doctor every day?**

Yes, our medical director will visit you five to six days a week to monitor your progress and make any needed adjustments to your treatment plan.

### **Will I see my primary care physician?**

The hospitalist is your physician's partner, who will manage your care during your hospital stay. Hospitalists are available on-site 24 hours a day, seven days a week, including holidays. The hospitalist will be in frequent contact with your rehabilitation physician, discussing the details of your care. After discharge, your care will continue with your personal physician.

### **How long does rehabilitation take?**

Treatment is designed to meet the specific needs of each patient and varies from a few days to weeks, according to the type of injury or condition.

### **Will I have a phone and TV? What about email access?**

You will have your own TV and telephone, and wireless internet access is available. Individual rooms can be reached by dialing the main hospital number 949-364-1400 and asking for the appropriate room extension number (located on the white information board at the foot of the bed). Because most ARU patients are involved in activities during the day, there may be no answer. If family members need to talk to someone right away, please have them call the ARU Nurse Station at 949-365-2166.

**Can I have a private room?**

Most of our rooms are dual occupancy, however, individual rooms are provided when required to manage medical conditions. We make every attempt to promote and respect patient privacy.

**Can I receive mail while I am at Providence Mission Hospital Acute Rehabilitation Unit?**

Yes, the address for receiving mail is:

Providence Mission Hospital  
27700 Medical Center Road  
Mission Viejo, CA 92691  
Attn: (your name)  
Acute Rehab Unit room # \_\_\_\_\_

**When are meals served and how is food ordered?**

7:30 a.m. - Breakfast  
11:30 a.m. - Lunch  
5 p.m. - Dinner

Meals are served according to the diet ordered by the doctor. Some patients may have restrictions due to medical or swallowing problems.

Clients are assisted in filling out menus by dietary aides between 10 a.m. and 2 p.m. daily. The assistants help to ensure that menu choices for dinner (the same day) and breakfast and lunch trays (for the following day) are complete and follow any specific dietary requirements.

All patients are expected to eat in the ARU dining room (unless the medical condition requires other accommodations). The skills used in eating are an important part of the ARU program. Staff members will give any help needed at mealtime. Family members can also learn to help and are encouraged to be here at mealtimes whenever possible.

Food can be brought in from outside the hospital or guest trays can be purchased from the Garden Café. The Garden Café menu is available in the nursing office. Family dining arrangements can be organized in the dining room area upon request. Food storage for patients is available in the dining room refrigerator. Each item must be labeled according to the hospital policy listed on the door. Labeling supplies are provided.

**How will I be prepared to go home?**

- You will be asked about the layout of your home (i.e. if you have stairs and where your bathrooms are, etc.). If a home evaluation is needed, one will be set up where you and a rehabilitation team member will go to your home to determine if any modifications are needed. They will also assess how well you will be able to manage in this environment.
- You and your family are invited to the Patient Care Conferences held weekly by your rehabilitation team. During these conferences your progress in therapies, your discharge goals, and your discharge plan will be discussed.

- The rehabilitation team may decide that a community outing would benefit you in order to determine how well you can manage outside the hospital environment.
- Your rehabilitation will continue after discharge with services provided either by a Home Health agency (where therapists and/or nurses come to your home) or in an Outpatient Rehabilitation Center (where you go to an outpatient setting for your therapies).

### **Can I bring medications from home?**

Yes. To keep things safe, all medications will be given to you by the nurse, as prescribed by your doctor. Any medications from home **MUST** be approved and ordered by your doctor and kept at the nurse's station with your other medication. It is best to keep any medication at home that the doctor has not ordered for you during your stay. Your doctor may write an order for you to take some of your medications on your own.

### **How do I get my personal clothes washed?**

Personal clothing must be taken by the family and washed outside the facility. There is no hospital laundry service. The washer and dryer in the Acute Rehabilitation kitchen area are for training purposes only.

### **Can I get a haircut or have my hair done while in the hospital?**

Yes. You or your family can have a beautician come to the hospital for haircuts, shampoos and sets. It is up to the family to set up the appointment and pay for the service. Check with the social worker or recreational therapist for more information on how to set up an appointment.

### **Can I leave the ARU during my hospital stay?**

Yes, however, if you are leaving the unit with anyone other than our caregivers, you need to let your nurse know. Depending on where you are going, you may need to have a caregiver with you, or sign out. There are three patios in ARU that you may use. Again, make sure our caregivers know if you plan to go out to the patio.

### **Can my pet come to the hospital to visit?**

Yes. For the safety of all patients, the state of California does not allow any animals from entering the hospital unless they are a guide dog (for the blind) or part of an approved activity program. At times, given specific parameters, we can set up a supervised visit with your pet utilizing very specific locations outside of the hospital buildings. Please contact the social worker or recreational therapist to request this.

To find out more about our outstanding program or to schedule a tour, please call 949-365-2186.