



Patient Handbook

Restore the Body. Empower the Spirit.



St. Luke's
Rehabilitation Institute
INLAND NORTHWEST HEALTH SERVICES



St. Luke's
Rehabilitation Institute

Welcome to St. Luke's Rehabilitation Institute

Your room is # _____

You are on the _____ floor

Your phone # is:

Nurse's Station phone is:



Joint Commission
accredited



CARF accredited

*These accreditations assure patients the
highest quality care and results possible.*

*Not all services of St. Luke's are accredited by
CARF. For a complete list of St. Luke's accredited
therapy services, please visit www.st-luke's.org.



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Your Best Choice

At St. Luke's, our number one goal is getting patients back to living their lives to the fullest potential. It is a goal that is being achieved every day through a combination of highly-skilled and certified rehabilitation team members, leading-edge technology and passion for helping our patients.

Today more than ever, patients are faced with a variety of decisions after an injury or illness. You have a choice when it comes to selecting physical rehabilitation services.

Before making your decision, please do your research using the "10 Questions to Ask" list. We're certain you'll come to the same conclusion thousands of past patients have — St. Luke's is your best choice for rehabilitation.

Once you've made a decision, be sure to tell you doctor. We are dedicated to helping you on your journey forward.



"St. Luke's and Team St. Luke's has opened so many doors and opportunities for me. They've helped me relearn to live my life and have fun."

-James O'Neel, St. Luke's patient and Team St. Luke's athlete

10 Questions to Ask

	St. Luke's	Other Facility
Does the facility have onsite, board-certified Physiatrists specifically trained in rehabilitation medicine?	YES	
Are physical, occupational, recreational, speech and respiratory therapies available every day of the week to make certain you get the therapy you need, when you need it?	YES	
Are registered nurses certified in rehabilitation and is that specialized care provided 24 hours each day?	YES	
Do they have psychologists onsite to help you and your family members deal with any emotional aspects of your illness or injury?	YES	
Is the facility certified by the Joint Commission and Commission on Accreditation of Rehabilitation Facilities (CARF), the Good Housekeeping "seal of approval" for rehabilitation hospitals? Are they a Level-1 trauma rehabilitation hospital?	YES	
Do they have a real-life innovative therapy area where you practice daily activities like getting in a car and putting on a seatbelt, loading a grocery cart or using a computer, crossing streets and navigating curbs, withdrawing funds from a bank and boarding a plane and bus?	YES	
Do they offer innovative inpatient and outpatient therapy solutions including the robotic-assisted Lokomat® therapy for people who have suffered a stroke, spinal cord or other injury, to help you to relearn to walk again?	YES	
Can they provide onsite access to a heated therapy pool for specialized aquatic therapy, FES bike, a unique and effective therapy or an assistive technology lab?	YES	
Are you able to review patient outcomes, satisfaction scores and the facility's success in returning people to their community to make certain you will receive the best possible care?	YES	
Do they provide convenient outpatient therapy locations and support groups, ensuring a seamless continuum of care and commitment to quality throughout every phase of your recovery?	YES	

Welcome

Welcome to St. Luke's Rehabilitation Institute, a division of Inland Northwest Health Services. We are pleased to serve you and to provide you with the highest level of quality rehabilitative care.

Located in Spokane, Washington, our 102-bed facility is the largest hospital in the Inland Northwest dedicated solely to medical rehabilitation. The St. Luke's team is specially trained with a depth of expertise, knowledge and experience. Our board-certified rehabilitation physicians, nurses, therapists, counselors, dietitians, pharmacists, case managers and social workers maximize this expertise by working as a unified team to create better results and treat the specific needs of each patient. We will work tirelessly with you and your family to help you reach your greatest potential of returning to a fulfilling and independent lifestyle. We do it in an environment of compassion, innovation and commitment.

St. Luke's Rehabilitation Institute is proud to be with you on your path to recovery. We hope your stay with us is comfortable, beneficial and as successful as possible.

Our Vision

To be nationally recognized as the regional rehabilitation center of choice based upon reputation, quality outcomes, and innovative care.

Our Mission

To be a resource for health and wellness in order to optimize the potential for a full and productive life. We serve individuals and their families requiring expertise in medical rehabilitation.

St. Luke's Rehabilitation Institute seeks to provide value to those served by treating the whole person with regard to physical, intellectual, emotional, cultural and spiritual needs in order to restore to their fullest potential the capacity for living. Excellence of care will take place in an atmosphere of compassion, reverence and integrity.



Information to Help You During Your Stay

Telephone

Patient rooms have telephones for your use. Incoming callers should dial the operator at (509) 473-6000 and ask for you by name. You will be assigned a phone number that will direct calls to your room. You may also use your personal cellphone.

Mail

Volunteers deliver mail and flowers to your room. Your outgoing mail will be handled by your nurse. Friends and family should address mail to your name in care of:

St. Luke's Rehabilitation Institute
711 S. Cowley St.
Spokane, WA 99202

What Should I Bring?

On your day of transport, please limit your items to one bag. Family members will need to bring additional items. Flowers and plants will need to be transported by family members if you are coming from a local hospital. Plan to bring three to four changes of clothes.

Suggested items include:

- Loose-fitting pants
- Comfortable shirts and tops
- Underclothes and socks
- Patient gowns are provided, but you may prefer to bring your pajamas
- Sweater, jacket, and hat (depending on weather)
- Flat-soled shoes (Correct footwear is important. Check with your physical therapist before purchasing new shoes.)
- Non-skid soled bedroom slippers
- Grooming and bathing items such as toothpaste, toothbrush, shaving cream, shampoo, etc.
- Personal items (eyeglasses, dentures and cup, hearing aids, etc.)
- Copy of your Advance Directive, Living Will, and power of attorney
- Original POLST (Physician Order for Life Sustaining Treatment) form
- Insurance card
- Special equipment marked with your name (cane, walker, prosthesis, etc.)
- Personal belongings (family photos, books, toys for children, etc.)
- Personal electronic devices (cell phone, electric razor, ipod, radio, etc.)

Please mark your items with your name. Leave all items of value at home. St. Luke's is not responsible for lost clothing or other personal items.

Chaplain Services

An on-site chaplain is available upon request. Arrangements can also be made for a visit from your priest, pastor or rabbi.

Private Rooms

Private rooms are reserved for patients with medical issues that necessitate isolation from the other patients. If possible, we try to accommodate requests for a private room.

Meals/Cafeteria

Patient meal times depend on your type of care. Generally, breakfast is served 8-9 a.m., lunch 12-1 p.m., and dinner 5-6 p.m. Patients may also eat in the Waterfall Café, a buffet-style cafeteria on the Lower Level. St. Luke's also hosts BBQs throughout the warmer months outside of the waterfall Café. The cafeteria is open daily to the public Monday to Friday and limited hours on Saturday and Sunday. Vending machines with soda and snacks are also on-site.

Balloons

Because of the recognized potential suffocation danger and the increased incidence of persons allergic to latex, latex balloons are not allowed in St. Luke's Rehabilitation Institute facilities.

Mylar balloons are acceptable.

Newspapers/Magazines

The Spokesman-Review is available for purchase. The Inlander is available free of charge. You can also find a variety of magazines in St. Luke's Community, courtesy of Bozzi Media.

Television

Patient rooms are equipped with a shared color television and cable service.

Smoke & Tobacco-Free Policy

St. Luke's is committed to the health of all employees, volunteers, patients and visitors. St. Luke's is a smoke/tobacco-free campus, referring to the use of all tobacco products including cigarettes, cigars, pipes, smokeless tobacco and e-cigarettes, which are prohibited in all St. Luke's buildings and parking lots. Cessation resources and nicotine replacement therapy can be made available by St. Luke's staff.

Visitor Information

We encourage family members, caregivers and visitors to be part of your therapy process throughout your stay. Some treatment does occur in the evening and outside of the rehabilitation institute, so you may want to encourage visitors to call before their visit.

Pet Visitation Policy

St. Luke's may utilize trained dogs from the community as part of your therapy treatment. Service animals are allowed on the units. House pets are allowed to visit only under special circumstances and in the approved locations only. Please talk with your nurse, recreation therapist or doctor if you would like to have your pet visit. St. Luke's Recreational Therapists will walk you through the required process and educate you on the pet visiting areas.

Parking

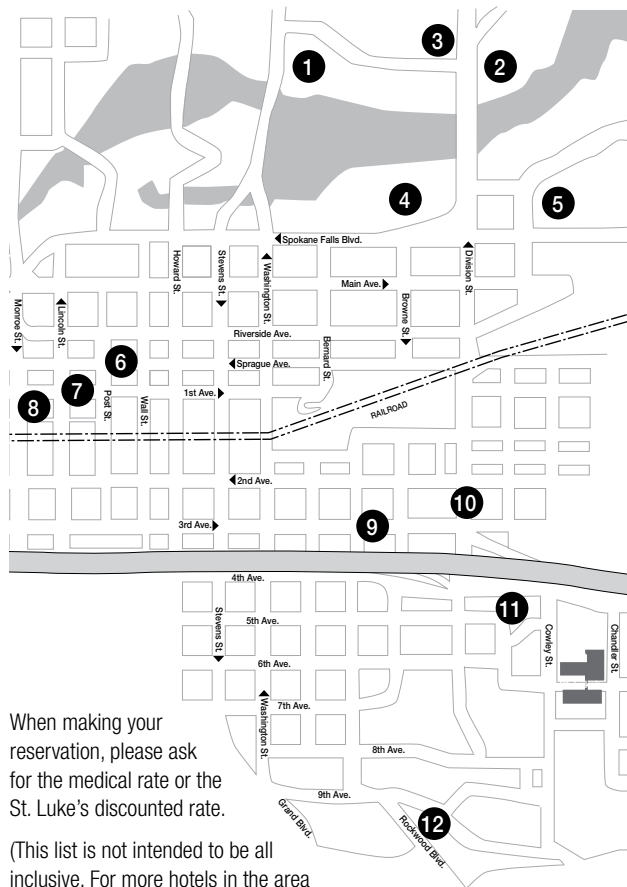
Parking is free to patients and visitors. Please see the reference map located in the back of this handbook for details.

Area Hotels

There are nearby motels and hotels that offer a discount for families and friends of St. Luke's patients. Visit the St. Luke's website for a larger map. There is no family housing available through our facility. Rooming in is an option for pediatric patients or for others under special circumstances. Please discuss this with your nurse or case manager.

Hotel	Price Rating
1. Red Lion at the Park*	\$\$
303 W. North River Dr. (800) 733-5466	
2. Red Lion River Inn*	\$\$
700 N. Division St. (509) 326-5577	
3. Holiday Inn Express Downtown*	\$\$\$
801 N. Division St. (877) 863-4780	
4. The Double Tree City Center	\$\$
322 N. Spokane Falls Ct. (509) 455-9600	
5. The Courtyard Marriott	\$\$
401 N. Riverpoint Blvd. (800) 321-2211	
6. Hotel Lusso	\$\$\$
808 W. Sprague Ave. (509) 747-9750	
7. The Davenport Hotel*	\$\$\$
10 S. Post St. (800) 899-1482	
8. Hotel Ruby	\$
901 W. First (509) 747-1041	
9. Days Inn Downtown*	\$
120 W. Third Ave. (800) 329-7466	
10. Fairbridge Inn Express*	\$
211 S. Division St. (888) 271-4190	
11. Quality Inn Downtown*	\$
110 E. Fourth Ave. (509) 838-6101	
12. Madison Inn	\$\$
15 W. Rockwood Blvd. (800) 538-0375	

Spokane's Surrounding Hotels for Friends and Family



When making your reservation, please ask for the medical rate or the St. Luke's discounted rate.

(This list is not intended to be all inclusive. For more hotels in the area please visit www.visitspokane.com)

Price ratings per night:

Room rates vary depending on room availability.
\$ = 50-75 **\$\$** = 75-100 **\$\$\$** = 100+



(509) 473-6000
www.st-lukes.org

Patient Accounts and Insurance

Your insurance provider will be billed directly for your care. Inpatients will be mailed an account statement after discharge. Most insurance companies, including Medicare and Medicaid, cover rehabilitation services. Your case manager will verify your insurance coverage and/or provide you with information about additional resources.

Financial Assistance

St. Luke's offers financial assistance and/or charity care for eligible patients and/or their families. You may obtain more information about Financial Assistance on St. Luke's website at www.st-lukes.org or by contacting a financial counselor or patient accounts.

Internet Access

Guest wireless is available throughout St. Luke's. Your computer must have wireless capabilities. If you have difficulties locating the "Guest" network (inhs.gu), please ask your nurse or therapist to assist you with calling the Help Desk.

Communication Needs

We can provide assistance if you or your companion have difficulty understanding, hearing, reading or seeing. Interpreters and communication aids are some of the services available. Please discuss your language or communication needs with us.

Transportation Services

Patient transportation from local hospitals to St. Luke's inpatient acute care is available through St. Luke's or other transport companies. Your St. Luke's case manager will help make arrangements. Transportation from across the state or out of state to St. Luke's can be arranged via Life Flight Network, the region's critical care transport service. Any costs associated with transportation will be discussed with you by the case manager.

Non-discrimination Policy

St. Luke's does not discriminate against any person on the basis of race, color, religion, sex, sexual orientation, gender identity, age, care giving responsibilities, national origin, physical disability or veteran status.

We provide an environment which encourages acknowledgment, understanding, respect, and awareness of individual differences. Our goal is to embrace the diverse cultures and experiences of our community.

Health Is in Your Hands

St. Luke's is committed to the safety and wellbeing of our patients, visitors and employees. Please take care of yourself and others by using hand sanitizer dispensers throughout the hospital and asking care givers and visitors to wash their hands or "gel-in" and "gel-out". Help us prevent the spread of infection and keep people healthy.

Commitment to Quality

We want your stay to be as pleasant and comfortable as possible. Please share any concerns or comments with anyone on your rehabilitation team, your case manager, nurse manager or therapy manager. You may also contact administration at (509) 473-6298.



Your Care

Our patient-centered rehabilitation program is designed to meet your individual needs. Our goal is to work with you, your family and rehabilitation physician to formulate a specialized treatment plan to help you reach your fullest potential of returning to a productive and independent life.

Rehabilitation Team

We provide interdisciplinary teams of rehabilitation professionals with expertise related specifically to your condition and diagnosis. Your rehabilitation team may include:

- Medical doctor specializing in rehabilitation (physiatrist)
- Case manager/social worker
- Rehabilitation nurse, nursing assistant
- Therapists to work with you on practical, lifestyle, physical, and communication skills and functionality
- Dietitian
- Psychologist
- Respiratory therapist
- Pharmacist
- Vocational counselor
- Chaplain
- Your caregiver and family members will also play an important role in your rehabilitation



Therapy Schedule

You will receive both individual and group therapy as well as education. Therapy is available daily and will be tailored to meet your specific needs and your functional goals. You will receive at least three hours of therapy per day, five days per week or 15 hours scheduled over seven days a week based on your specific medical needs. Every morning you will receive a schedule of your therapy times to better plan your day and treatment needs.

Advance Directive/Living Will

Your Advance Directive/Living Will enables you to state in writing your decisions about your health care and your feelings about accepting or refusing medical treatments. If you have an existing Advance Directive/Living Will, bring it with you.

Physician Order for Life Sustaining Treatment (POLST form)

The POLST form allows you to state in writing your decisions about life sustaining care you would receive if your heart stopped beating or you stopped breathing. If you have an existing POLST form, bring it with you.



Innovative Approaches to Care

Investing in our facility means investing in care for our patients. From award-winning technology systems to innovative therapy solutions, St. Luke's remains at the forefront of rehabilitation care.

Restorative Therapies Functional Electrical Stimulation

The Restorative Therapies Functional Electrical Stimulation (FES) therapy bike uses low levels of stimulations to assist muscles in pedaling. This helps improve cardiovascular fitness in patients with neurological injuries causing paralysis. It is a unique and effective therapy not widely available.



Robotic Lokomat®

Robotic Lokomat® therapy is available in the region only at St. Luke's. Lokomat therapy is a form of physical therapy for people who have suffered a stroke, spinal cord or other injury. The robotic device moves the patient's legs and reteaches the brain to learn to walk again.



Aquatic Therapy

The aquatic environment at St. Luke's offers patients the best in quality aquatic therapy as an important part of the rehabilitation process. St. Luke's offers the unique benefit of one of the largest heated therapy pools in the region.





Assistive Technology Lab

St. Luke's therapists and certified assistive technology professionals developed a state-of-the-art Assistive Technology Lab with the latest technology and equipment to increase the capabilities of patients with disabilities. iPads, touchscreen computers, web cams, voice-to-text software and smart TVs utilize technology to promote greater independence for people with disabilities.

Independent Living Apartment

Located within the hospital, the Independent Living Apartment (ILA) helps patients and their care givers with the transition from inpatient rehabilitation to their daily lives at home. With a fully simulated apartment, patients recovering from an injury or illness have the opportunity to practice their daily home routines including making meals, getting in and out of the shower and making the bed. The ILA gives patients independence in their environment and helps them gain confidence before they return home.

St. Luke's Community

A 2,200 square foot indoor therapy area within the main campus, St. Luke's Community allows patients to practice daily activities under the supervision of highly-trained therapists.

Learn to:

- Get into a car and put on your seatbelt
- Load a grocery cart
- Use a computer
- Cross streets and navigate curbs
- Withdraw funds from a bank
- Board a plane and bus

Module Sponsors: Empire Lumber, Layman Law Firm, Red Lion Hotels Corporation, Southwest Airlines, Spokane Transit Authority, Walgreens, Washington Trust Bank and Wendle Motors

St. Luke's Community is designed with the every day in mind so patients can practice real life, and get back to living it faster.



St. Luke's Community Park

What started with a real-world, simulated community inside the walls of St. Luke's with a bus, airplane, grocery store, bank and more, moved outside to create the second phase of the community called St. Luke's Community Park.

With support from the Mike Utley Foundation, Children's Miracle Network Hospitals, KXLY Extreme team and many generous donors, St. Luke's Community Park includes:

- Terrain park with varying ramp elevations and ground elements (gravel, cobblestone, bark);
- Adaptive play set with swing for wheelchairs;
- Hand-cycle track for recreational therapy cardio exercise with specialized equipment; and
- Adaptive garden area with beds at varying heights.

With St. Luke's Community Park, patients who love the outdoors take part in a recovery process that is motivating and fun.



Preparing for Your Discharge

You and your family will prepare for discharge by observing and actively participating in treatment sessions, training during scheduled therapy times, discussions about medications and other health care needs. Staff will help you and your family evaluate the placement of household items, bathroom set-up, doorway width and other factors that affect a successful transition back to your community. We also recommend and help you obtain any special equipment you may need. Your case manager/social worker will work with you in scheduling any training that your family or other identified caregivers may need to attend, as well as discuss services available once you are situated at your next location.

Rehabilitation Passes

You may be able to go on a pass, which will help you practice newly learned skills in a real-life setting before you are discharged. “Rehabilitation passes” may include therapy activities in the community or at your home with your family.

Outpatient Therapy

Upon discharge from your inpatient stay at St. Luke’s Rehabilitation Institute, you can continue rehabilitation at one of St. Luke’s outpatient clinics conveniently located throughout the Spokane area. Please see page 21 for a complete list and map.

Support Groups

St. Luke’s hosts several support groups to assist patients, their family members and care givers in the transition back into the community. It’s an opportunity to discuss important topics, share experiences and learn from others. For a list of times, please call the support group hotline at (509) 473-6681 or visit www.st-lukes.org.

Day of Your Discharge

On the day of your discharge, your nurse will help you prepare to leave once your doctor has indicated you are ready for the next step in your journey. Our scheduled discharge time is 11 a.m. so you have ample time to get settled at home.

Your case manager or social worker will coordinate discharge-related needs or services you may need upon your arrival at your next location. You may speak directly with your case manager, social worker or nurse for assistance.

Your Input is Needed

We welcome patient and family feedback and encourage you to complete the patient satisfaction survey. Your formal Press Ganey survey will be mailed to your home within a few weeks of your discharge and a phone survey conducted 90 days after your discharge.

We **'strive for fives'** indicating very good, and if we're not hitting the mark of excellence during your stay, we want to hear from you immediately to resolve any concerns.

"St. Luke's is miraculous. They are phenomenal. I just couldn't say enough positive things about St. Luke's."

-Former St. Luke's Patient



Team St. Luke's

Team St. Luke's is a structured sports and recreation program for youth and adult participants with physical disabilities. Team St. Luke's encourages people to reach for their dreams and achieve success. While developing valuable life skills, participants also have the opportunity to pursue college sports scholarships, participate in sports and recreation camps and compete in elite regional and national competitions. Through Team St. Luke's, participants develop lasting friendships, master important life skills and most importantly have fun.



Programs include basketball, handcycling, rugby, swimming, camping, downhill skiing, outdoor recreation activities and water skiing.

For more information on the Team and how to join, let your nurse know or visit www.st-lukes.org/TSL.

“Physical therapy at St. Luke’s gave me a whole new outlook, and started my comeback; now I’m feeling incredibly blessed to be a part of Team St. Luke’s. Adaptive sports have brought me back to life!”

-Tobey Gass

St. Luke's Outpatient Clinics

Phone: (509) 473-6869

Fax: (509) 473-6097

St. Luke's - Main Campus

711 South Cowley St.
Spokane, WA 99202-1330

Occupational Rehabilitation - South

421 South Division St.
Spokane, WA 99202

MÜV Fitness – South

5501 South Regal St.
Spokane, WA 99223

MÜV Fitness – Downtown

809 West Main St.
Spokane, WA 99207

St. Luke's - North

5633 North Lidgerwood St.
Spokane, WA 99208

MÜV Fitness - North

603 East Holland Ave.
Spokane, WA 99218

Occupational Rehabilitation - North

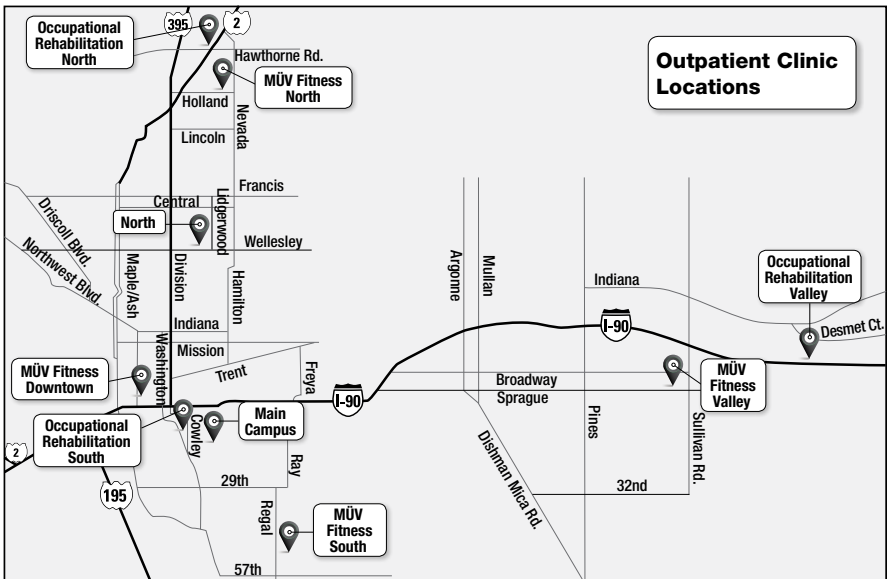
551 E Hawthorne Rd.
Spokane, WA 99218

St. Luke's - Valley

Occupational Rehabilitation - Valley
16528 East Desmet Ct., Suite 1600
Spokane Valley, WA 99016

MÜV Fitness - Valley

14927 East Sprague Ave.
Spokane, WA 99216



Additional Information

Volunteer Opportunities

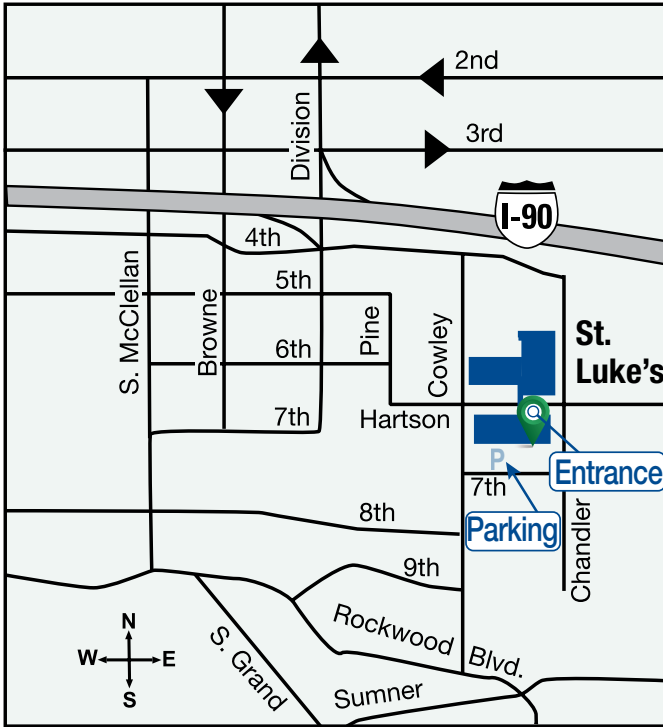
There are a number of volunteer activities available through St. Luke's Rehabilitation Institute, office work, and patient hospitality. Contact the Volunteer Services Office at (509) 473-6749 if you are interested.

Opportunities for Giving

You can help support the programs and services offered by St. Luke's Rehabilitation Institute by making a donation to our foundation at www.st-lukes.org/Support-StLukes.



St. Luke's is a division of Inland Northwest Health Services (INHS).



Directions to St. Luke's Rehabilitation Institute

From the West

Travel east on I-90,
 Take exit 281,
 Turn onto E. 4th Ave.,
 Turn right onto S. Cowley St.

From the North

Travel south on Division Street,
 Turn left onto E. 4th Ave.,
 Turn right onto S. Cowley St.

From the East

Travel west on I-90,
 Take exit 281,
 Turn left onto 2nd Ave.,
 Turn left onto S. Brown St.,
 Turn left onto E. 4th Ave.,
 Turn right onto S. Cowley St.

From the South

Travel north on Grand Blvd.,
 Turn right onto E. Sumner Ave.,
 Turn left onto E. Rockwood Blvd.,
 which turns into Cowley St.
 St. Luke's is located on the right.



St. Luke's Rehabilitation Institute

711 S. Cowley St.

Spokane, WA 99202

(509) 473-6000



www.st-lukes.org