

## About *Rehab and Beyond*

### *How to use this manual*

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*I wish I had a resource like this manual when I was a patient here. I worked with other UWMC patients to make this manual happen. We have tried hard to include all of the things we wish we had been told. Or, maybe we were told, but we don't remember.*

*When you are first on the rehab unit, there is so much information. It can be overwhelming. This manual was made so that you can go to whichever section you need.*

*The main items covered are listed on the front page of each section. If you want to know about something and you can't find the answer here, ask someone on the staff.*



*If you or your loved ones want to know more about rehab and you cannot find the answer in this manual, please ask a staff member.*

*~ Patient Advisor*

The authors of *Rehab and Beyond* wanted to create a manual that is helpful to you, your family, and others close to you as you face new challenges and a changed lifestyle. Some of the authors are patients who have been in inpatient rehab before you, and some are staff members of the unit and other departments at the medical center.

Like the old man in “The Bridge Builder,” the poem inside the front cover, inpatient rehab patients and their family members also must cross a “chasm.” Our chasm is not like the one in the poem, but it may be just as hard to cross.

Our hope is that this manual will serve as your “bridge” to life, both while you are in inpatient rehab and after you are discharged. It gives you information on the physical set-up of the unit, the staff, and what to expect during your stay. It also describes many resources available to you once you leave the hospital. These resources can help you with hiring caregivers, knowing what transportation and recreation options are available, supporting your personal relationships, and more.

We invite you to enter the challenging, compassionate, and technically competent world of inpatient rehab, to meet your rehabilitation team members, and to learn about the services that are available.

### **What will I find in this manual?**

*Rehab and Beyond* is your reference manual. Sections include:

- Entry to UWMC
- About the Rehab Unit
- UWMC Services and Facilities
- Your Care Team
- Your Plan of Care and Setting Goals
- Support from Others
- Financial Issues
- Care After Discharge
- Managing Caregivers and Attendants

- Self-Care
- Eating to Heal
- Safety Issues
- Phone Numbers and Resources
- Follow-up

### **How is the manual set up?**

Each section includes stories from people who have received care or who are currently receiving care on UWMC's rehab unit. We wanted to focus on the basics – the information we wish we had when we were inpatients. The front page of each section lists the topics covered in that section. Terms are defined when they appear. Tips from staff and patients are included in each section.

### **How might I use *Rehab and Beyond*?**

Use your *Rehab and Beyond* manual in the way that works best for you. The manual can be read from front to back, or you may want to flip to the section that is most likely to meet your current needs. You may want to bring the manual to clinic visits. Be sure to ask your doctors, nurses, or other caregivers if you need more detailed information than you find in *Rehab and Beyond*.

### **What other information will I receive?**

All patients in inpatient rehab also receive the *Discharge Binder*. This binder contains information that will be useful to you and your family. It will help you become more familiar with our rehabilitation care services and UWMC. Materials in the binder include:

- *Welcome to University of Washington Medical Center Inpatient Rehabilitation Medicine Unit* – Provides a description of Rehabilitation Medicine Service, the unit, information about welcoming families and visiting hours, your responsibilities as a patient, and more.
- *Information About Your Health Care* – Gives details about advance directives, other health care choices, and the rights and responsibilities of patients, families, and close companions.

- *Our Beliefs in Action* – Describes the purpose, mission, vision, values, and strategic goals of UWMC.
- *Joint Notice of Privacy Practices of UW Medicine and Certain Other Providers* – Explains how medical information about you will be handled with strict privacy standards, but may be used and disclosed for purposes of receiving quality care, and how you can access this information.
- *Social Work and Care Coordination Department* – Basic overview of social work services, with hours and contact information.
- *Maps & Directions* – Contains driving directions to UWMC facilities and floor maps that detail locations for clinics, restrooms, telephones, parking, the Health Information Resource Center, the Gift Shop, the Plaza Café, pharmacy, and where to get more information.
- *Parking Information for Patients* – Describes parking facilities, locations, rates, and disability parking, and answers frequently asked questions.

The *Discharge Binder* also contains information about:

- Annual Patient Care Outcomes
- The Rehabilitation Team
- Weekly Panels
- Rehabilitation Jargon, with explanations
- Disclosure of Financial Information
- Financial and Billing Offices

These items are also included:

- Blank page with lines for writing notes or questions
- Phone list with main contact numbers
- Clear plastic page to hold business cards

## Questions?

Your questions are important. Talk to your doctor, nurse, or other health care provider if you have questions or concerns.

While you are a patient on UWMC's inpatient rehab unit, call 8-4800 from your bedside phone. From outside the hospital, call 206-598-4800.

After discharge, call your primary care provider or UWMC's Rehabilitation Clinic: 206-598-4295