

# Welcome to 4W Inpatient Rehabilitation

*At Harborview Medical Center*

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## Welcome Message

**Welcome to 4W Inpatient Rehabilitation!** Your care team at Harborview is here to help you regain independence after an illness or injury. Your stay in inpatient rehabilitation is different from your earlier acute or ICU care. Now that your medical condition is stable, the focus is on therapy, recovery, and rebuilding skills for daily life.

### Our Goals for You

- Support you in becoming as independent as possible
- Build your strength and skills for daily life
- Teach you how to involve others when you need help

### Your Rehab Experience

- You will follow a schedule with several therapy sessions each day except Sundays.
- We will partner with you and your family throughout your stay.
- Each week, you and your family will meet with your team to talk about your progress and care plan.

### Getting Started

This guidebook is here to help you understand what to expect during your stay and how to make the most of your rehabilitation. Inside, you'll find information about your daily routine, your rehab team, and the resources available to support you and your family.

You are not alone in this process. Our team will be with you throughout your rehab stay to answer questions, provide care, and help you reach your goals. **We're happy to be part of your rehab experience.**



Scan for a digital copy  
of this handout.

# Important Information

## Contact Information and Location

### Address

Inpatient Rehab Unit  
4 West Hospital  
Harborview Medical Center  
325 Ninth Ave, Seattle, WA 98104

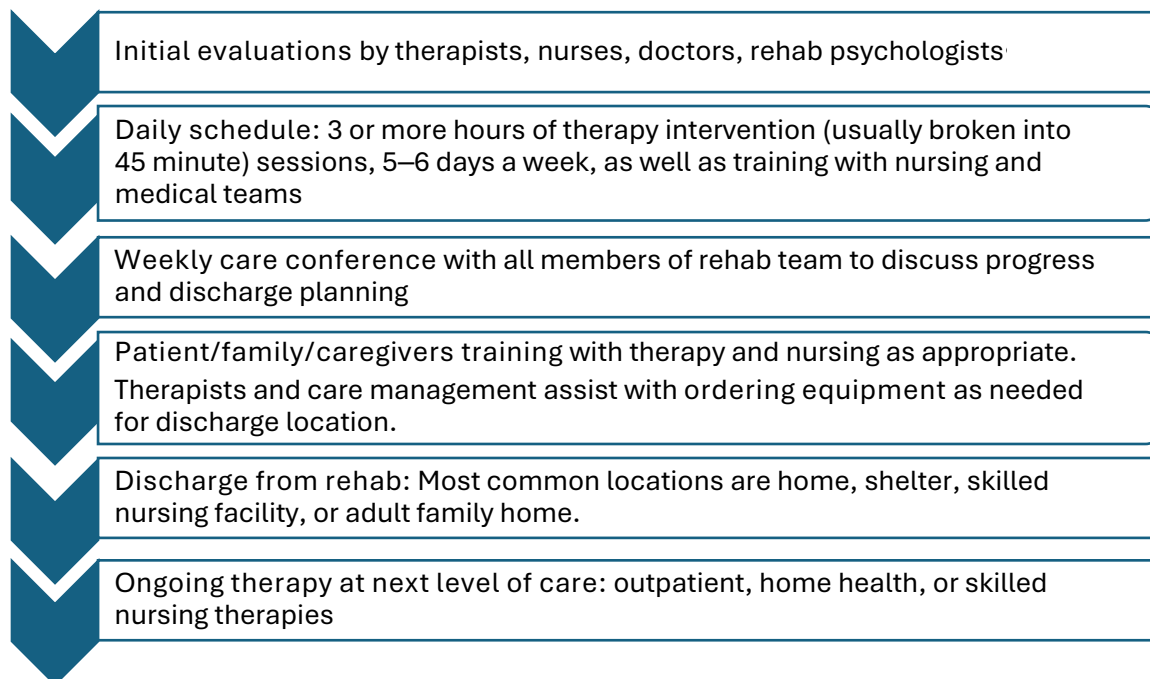
### Unit Phone Numbers

- **Nurses' Station Phone:** 206.744.3201
- **Nurses' Station Fax:** 206.744.8634
- **Nurse Manager:** 206.744.4447
- **Therapy Manager:** 206.744.2824

## Other Helpful Resources

- **Resource Center:** Health information, business center, maps, housing support – 206.744.2000
- **Patient and Family Liaison:** Daily support and orientation – 206.744.7456
- **Financial Counselors:** Insurance and billing help – 206.744.3084
- **Billing Customer Service:** 206.520.0400
- **Patient Relations:** Express concerns or share a compliment – 206.744.5000

## What to Expect: The Flow of Rehab



# Daily Life in Rehab

## What to Expect Each Day

- Care is provided 24/7.
- Most patients have 3 to 4 hours of therapy each day, 5 to 6 days a week.
- Everything you do here is part of your recovery. We will encourage you to use the skills you learn in therapy throughout the day.
- Your family is welcome and encouraged to participate in your care and recovery.

## Therapy Schedule

- You will be assigned to a primary therapist for each discipline, but you will work with different therapists at times.
- Your team members' names will be posted on the white board in your room.
- Therapy includes 1-on-1 treatment sessions, group sessions, and homework assignments (like exercises and reading).
- Your daily schedule will be posted in your room. Schedules are made based on medical needs, staff availability, and your preferences.
- Therapy schedules range from 7:15 a.m. to 5 p.m. Saturday schedules are lighter, and there are no sessions on Sundays.
- Schedules may sometimes change. Thank you for your flexibility!

## Rounding

### Nurse Rounding

- Nurse bedside shift report happens when nurses change shifts (around 7–7:30 a.m. and 7–7:30 p.m.).
- Nurses come to your bedside to talk about your care and review your health information.
- You can talk about your goals and concerns, ask questions, and invite family or friends to listen.
- Nurses will check your medicines, IVs, and equipment, and review test results and plans for care.
- Listening and speaking up helps you understand your health and makes sure your care is correct.
- If something is confusing, ask for help! Nurses want you to be involved.

### Care Team Visits

- Doctors usually see their patients in the morning. These visits may be later during weekends.
- You will meet with your care team members each day when they round and during your weekly care conference.

## Weekly Team Conference

- You will have a 15-minute team meeting every week.
  - These meetings are on Tuesday, Wednesday, or Thursday between 1–3 p.m.
  - The exact time will be posted in your room the night before.
- You, your family or support person, and your rehab team will review your therapy goals, progress, and discharge plans. This is a good time to discuss your questions and concerns.
- Your family or support person can join in person or by phone.

## Visitors

- Family and friends are important to your recovery. We can train them to help with your care.
- Children must be supervised by an adult other than the patient at all times.
- Visitors are welcome to join your weekly team conference.
- To avoid interrupting therapy, ask visitors to come at lunch (12–1 p.m.) or at the end of the day.
- Visitor hours are based on the current hospital policy. Check with your nurse for updates.
- After 8 p.m. on weekdays and all day on weekends, the only entrance and exit is through the Emergency Department.
- Patients **must** stay on their assigned unit. This is a safety policy and will help our providers give you your scheduled care. We will let you know if you are able to leave the unit.

## Rooms

- Our unit has 24 beds. There are 12 single rooms and 6 double rooms.
- Single rooms are assigned based on medical need.
- We will try to limit changes, but you may need to move to a different room during your stay.

## Meals

- Harborview's room service will deliver freshly made meals at set times (7 a.m., 11:30 a.m., 4 p.m.).
- You can choose your meals for the next day using your dispatch tablet. Let us know if you need help.
- Your menu will be based on your dietary needs.
- Your nutrition and speech pathology team will let you know when your family or friends can bring you food. We will talk with you about what foods will support your recovery.



*If you have special dietary needs, please let your care team know.*

## Clothing and Laundry

- Wear comfortable clothing (like sweatpants, T-shirts, and tennis shoes). Wearing clothes that you will wear at home will help you practice for daily life.
- Bring a coat or jacket for doing outdoor therapy activities.
- Washers and dryers are available. Doing your own laundry may be part of therapy.

## Personal Property

- You and your family are responsible for personal property.
- The closet in your room can be locked.
- If you have personal electronics, you must fill out a property notice waiver form.

## Quiet Hours

**Quiet hours are from 9 PM–6 AM.**

A quiet environment is very important to help you and other patients recover. Let us know if you need earplugs, headphones, or a sound machine. Please use headphones during quiet hours to respect others who are sleeping.

## Safety

### Fall Prevention

- Being in the hospital can make it easier to fall because of new medicines, changes in your body, and a new place.
- Bed and chair alarms help staff know when you need help. Please do **not** turn them off.
- Always press the call button before you get up, even if someone was just here.
- Keep what you need close by before staff leave your room.
- Sometimes staff may stay with you in the bathroom to keep you safe. Please let them help.
- Family and friends should use the call button instead of helping you unless staff says it's okay.



***Please let us know when you need to walk.  
We are here to help you and keep you safe!***

## Drug & Alcohol Policy

This is a drug and alcohol-free campus, including tobacco, marijuana, and vaping products. This policy is for everyone at the hospital, including visitors.

## Your Call Light

**Any time you need help, please use your call light!**

- Press the large red button to speak with the unit secretary. Unplug your headphones so staff can hear you.
- We will help you as quickly as possible.
  - Non-urgent requests may take up to 15 minutes.
  - Staff have shift change from 7–7:30 a.m. and p.m. This may cause longer wait times.
- The call light also controls your TV and lights above your bed.
- Use the **Pain**, **Water**, and **Toilet** buttons when needed.



## Dispatch Tablets

### What is Dispatch?

Dispatch is a tablet that lets you request help directly from nursing staff.

### How to Use Dispatch

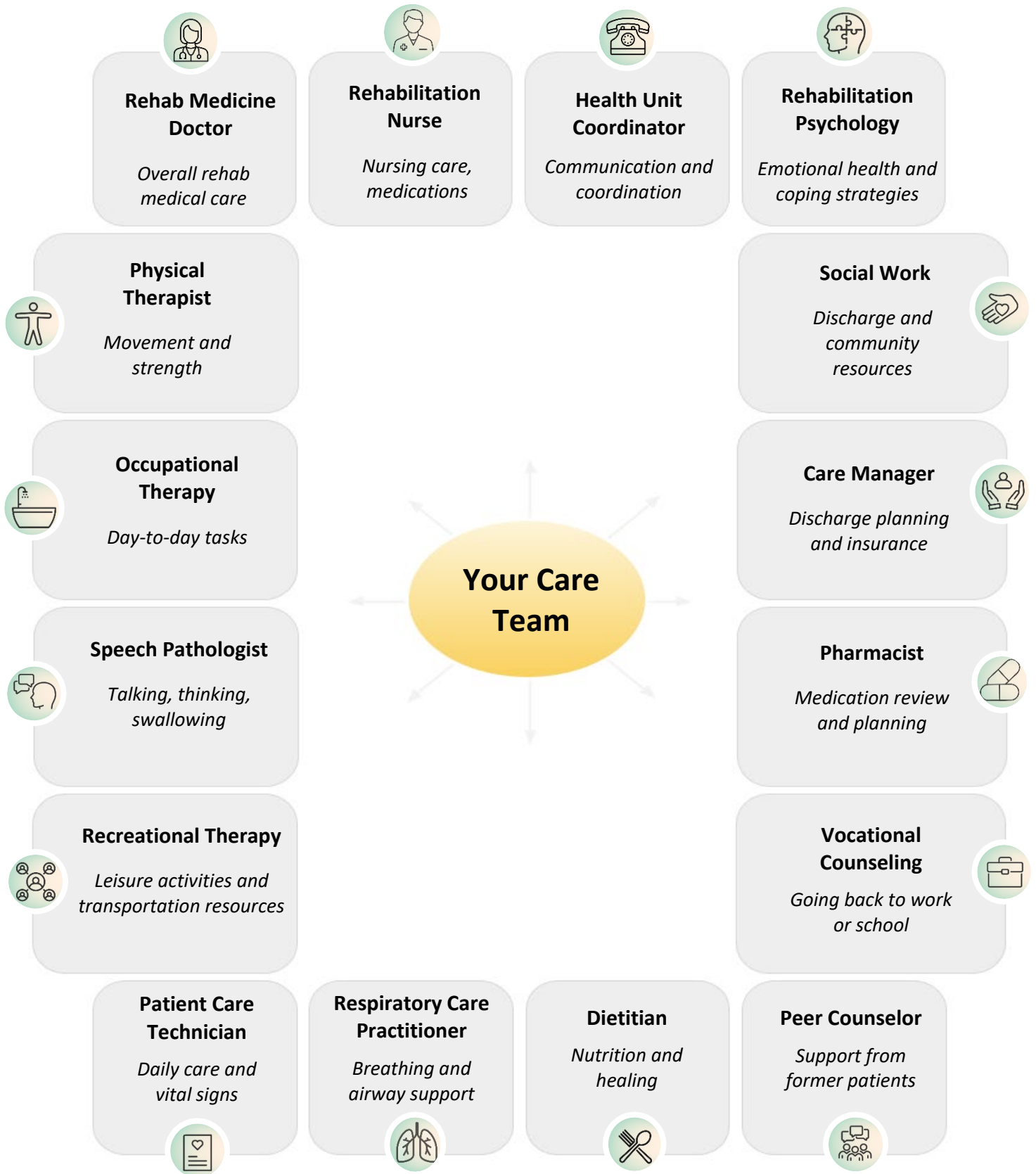
- Select the type of request to tell us what you need (help, medication, food, etc.).
- Track updates as staff respond.

### Why Use Dispatch?

- **Faster responses** — It helps you communicate directly with nurses.
- **Clear communication** — Your requests go to the right person.
- **Better tracking** — You can see the status of your request at any time.



# Your Rehab Team



## How Each Team Member Supports You

**Rehabilitation Medicine Doctor (Physiatrist):** Leads your overall medical care and rehabilitation. Oversees the rehab team and supervises resident physicians in Physical Medicine & Rehabilitation.

**Rehabilitation Nurse (RN or CRRN):** Specialized nurses who support your recovery, including practicing therapy skills, managing medications, and teaching self-care.

**Physical Therapist (PT):** Helps you improve strength, balance, flexibility, and mobility so you can move in bed, get up, walk, or use a wheelchair more independently.

**Occupational Therapist (OT):** Teaches activities of daily living (ADL) skills such as bathing, toileting, and dressing along with higher-level tasks like meal prep and money and medication management. OTs may recommend adaptive and bathroom equipment and discuss the accessibility of your home environment.

**Speech Pathologist (SP):** Works with you on communication, memory, problem-solving, and safe swallowing.

**Recreation Therapist (TR):** Provides skill training that helps you with leisure and community activities. TRs may offer resources for transportation, adaptive sports, and opportunities for outings.

**Care Manager:** Helps plan for a safe discharge, provide information about insurance coverage, order some discharge equipment and supplies, and organize ongoing medical follow-up.

**Social Worker (SW):** Supports planning for life after rehab, including discharge location and can connect you with community resources for things like caregiver supports and ongoing therapies.

**Rehabilitation Psychologist and Neuropsychologist (PhD):** Provides support with problem-solving, emotional and stress management, sexual concerns, and pain management. They do cognitive tests to check thinking and memory function.

**Peer Counseling:** Former patients who share their experiences and provide encouragement.

**Vocational Counselor:** Assists with return-to-work/school planning, accommodations, disability benefits, career changes, training opportunities, and referrals and referrals to vocational-rehabilitation agencies

**Dietitian (RD):** Ensures you receive proper nutrition for healing and teaches strategies for managing specific health conditions.

**Respiratory Care Practitioner (RCP/RT):** Assists with breathing function for patients with respiratory conditions or ventilators.

**Patient Care Technician (PCT) or Certified Nursing Assistant (CNA):** Work closely with nurses and therapists to assist you with daily activities, check your vital signs, support your daily needs, and reinforce therapy skills.

**Health Unit Coordinator (HUC):** Located at the nurses' station, helps to answer when you press your call button. Coordinates communication between you, your family, and the rehab team.

**Pharmacist:** Reviews your medications, makes sure they are available during your stay, and helps with medication planning for discharge.

## Expectations

### What You Can Expect from Us

- A full evaluation when you arrive and clear goals for your stay
- Several therapy sessions each day to help you get stronger
- A daily schedule posted in your room so you know what to expect
- Skilled nursing and medical care
- Emotional support and education for you and your family
- Training for your family or caregivers to help you at home
- Weekly team meetings to review your progress and plan for discharge

### What We Expect from You

- Share your goals and preferences with us
- Be on time and give your best effort in therapy
- Follow your team's directions with all medications and tests
- Let us know if you feel any new symptoms
- Ask for emotional support when needed
- Avoid alcohol, drugs, and tobacco
- Ask questions and learn as much as you can
- Welcome your family and visitors, while staying focused on your therapy
- Join your weekly team meeting to stay updated on your progress

## Discharge

### Discharge Planning:

- Your care team will set an estimated length of stay within the first few days.
- Your discharge date will depend on your progress and team recommendations.
- Inpatient rehab is often the first step in recovery. Your care team will help plan the best next steps for you, such as home health, outpatient therapy, or a skilled nursing facility.
- We will keep reviewing your discharge plan during your stay to make sure it meets your needs.
- Our goal is for you to have a safe discharge to the place that gives you the most independence.

### Your After Visit Summary (AVS)

When it's time to leave, your nurse will review discharge information with you and give you a printed AVS. This summary includes:

- Follow-up appointments and referral details with contact numbers
- Discharge medications
- Equipment ordered for you, with vendor contact information
- Home exercise or activity instructions from your therapists

## Your Recovery Continues

Your rehabilitation progress will continue after you leave the hospital. You will keep building skills and independence at your next level of care, whether at home or in another facility. Keep working hard!

## Providers You May See After Discharge

- **Primary Care Provider (PCP):** Coordinates your ongoing medical needs, keeps your medical history, reviews medications, and refers you to specialists.
- **Specialist Doctors:** May include neurologists, cardiologists, surgeons, or others involved in your care.
  - **Neurologist:** Manages stroke prevention and other brain, spinal cord, or nerve conditions.
  - **Neurosurgeon/Orthopedic Surgeon:** Oversees recovery and healing after brain or spine surgery.
- **Rehabilitation Medicine Doctor (Physiatrist):** Manages issues with pain, nerves, muscles, and movement. Helps arrange therapy, equipment, and counseling as needed.

## Ongoing Rehab Services

Your doctor will make sure you continue with the services you need, which may include:

- Physical, occupational, speech, or recreation therapy
- Rehab psychology
- Home health nursing
- Vocational counseling
- Social work and caregiver support

## Hospital Resources

### Resource Center

**Hours:** Monday–Friday, 9 AM–5 PM

**Location:** Ground floor, Center Tower, Room 76 (near gift shop)

**Contact:** 206.744.2000, [rcenter@uw.edu](mailto:rcenter@uw.edu)

#### Services:

- Health and wellness information
- Computer, internet, faxing, and scanning
- Community resources, maps, and parking info
- Patient and family support services
- Hotel and housing information: Visit [uwmedicine.org/harborview/patient-resources/lodging](http://uwmedicine.org/harborview/patient-resources/lodging)

## Patient Rights and Responsibilities

You can read about patient rights and responsibilities by scanning the QR code on the right or by visiting [uwmedicine.org/patient-resources/patient-rights-and-responsibilities](http://uwmedicine.org/patient-resources/patient-rights-and-responsibilities)



## Patient and Family Liaison

**Hours:** Daily, 8 AM–6:30 PM

**Contact:** 206.744.7456

**Services:** Liaisons provide support, help your family get settled, and connect you with hospital and community resources. They can also assist with finding housing and navigating the hospital.

## Financial Services

**Financial Counselors:** 206.744.3084

- **Location:** Ground floor, West Hospital lobby
- **Services:** Financial Counselors can help with insurance and financial concerns.

**Billing Department:** 206.520.0400

## Meals and Snacks

### For Patients

- **Room Service:** 6:15 AM–7 PM. Order from your bedside Dispatch tablet.
- **Unit Pantry (4WH):** Open 24/7. Ask your nurse or assistant for available snacks and drinks.

### For Visitors

- **Cafeteria:** Located in West Hospital Basement. 6 AM–6:30 PM
- **Café Espresso:** Located in West Hospital Basement. Open 24/7. Coffee, pastries, soups, sandwiches.
- **Maleng Café:** Located in Maleng Building, 1st floor. Mon–Fri, 7 AM– 2:30 PM. Similar menu as above.
- **Vending Machines:**
  - West Hospital, 2nd floor waiting room
  - East Hospital, Ground floor ED, and 3rd–5th floors near elevators
  - Center Hospital, 9th floor waiting room

## Nearby Restaurants & Grocery

- **Subway:** 951 James St. E (0.1 mi)
- **Diva Espresso:** 502 9th Ave (400 ft)
- **Stockbox First Hill Grocery:** 901 James St. (0.1 mi)
- **TAM Noodle Box:** 412 Broadway (0.2 mi)
- **Café Frida at Frye Art Museum:** 704 Terry Ave (0.2 mi)

## Delivery Options

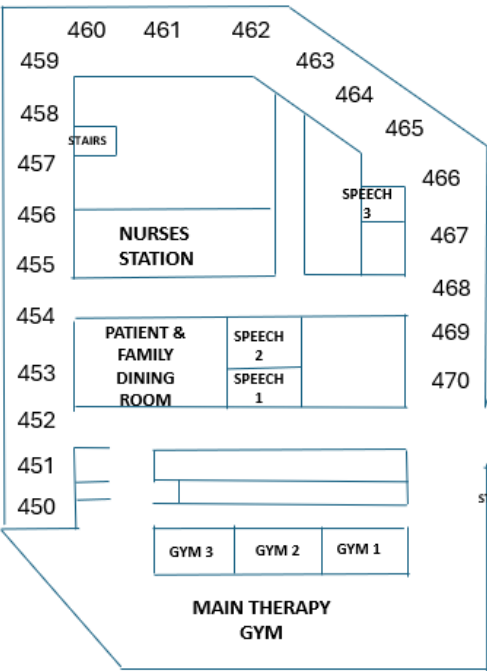
Many restaurants deliver to Harborview, but staff cannot pick up food. Popular choices include Domino's Pizza, Pagliacci Pizza, Thai Ginger, and Jimmy John's.

Harborview Map

You can view a map of Harborview by scanning the QR code on the right or by visiting:  
[uwmedicine.org/sites/steve/files/2019-04/harborview-campus-map.pdf](http://uwmedicine.org/sites/steve/files/2019-04/harborview-campus-map.pdf)



4W Unit Map

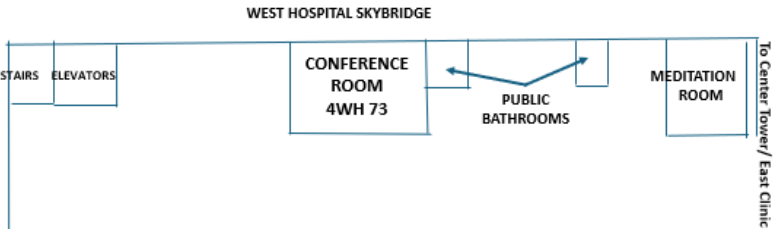


HARBORVIEW 4W INPATIENT REHABILITATION

4<sup>TH</sup> Floor WEST HOSPITAL

Desk phone 206-744-3201

- Cafeteria
- Maleng café
- Patient relations
- Basement West hospital
- First floor Maleng building
- Gift shop
- Ground floor center tower
- Ground floor center tower



# Parking

## P1 Garage (View Park Garage)

- Location: 8th Avenue, between Jefferson & Alder St.
- Pay by card when exiting, or by cash at the Ground West Lobby kiosk
- Accessible parking on Levels A, B, and 1
- Valet available weekdays, 7:30 AM–4 PM, across from View Park (West Lobby/8th Ave entrance)

## P2 Garage (9th & Jefferson Building Garage)

- Pay by card when exiting, or by cash at the 1st floor front desk
- Accessible parking on every level near elevators

## Parking Costs

- For current rates, call the numbers below or visit [uwmedicine.org/locations/harborview-medical-center](http://uwmedicine.org/locations/harborview-medical-center)
- You can get discounted parking coupons from the nurses' station.
- Visit the parking office to buy discounted weekly parking passes.
  - You can scan QR-code validations at a kiosk or gate. Other tickets must be taken to a lobby attendant.
  - Do **not** insert validation tickets into the parking ticket machines.

## Questions?

- **Weekdays:** Parking & Commuter Services – 206.744.3254
- **Evenings/weekends:** Public Safety – 206.744.3193