



## Inpatient Rehabilitation Guidebook

## **OUR COMMITMENT TO YOU**

In accordance with our mission to improve the health and well-being of our patients and our community, we will:

- Show respect for the dignity of every individual in all settings and in all circumstances.
- Provide the highest quality of clinical and customer-related services.
- Demonstrate fairness and honesty in all our interactions.
- Adhere to the professional codes and practice guidelines defined by our professional boards.
- Provide an accurate portrayal of the services and expected outcomes of our program and interventions.
- Be ethical in all practices.



# Welcome to California Pacific Regional Rehabilitation Center

**AT CALIFORNIA PACIFIC MEDICAL CENTER**



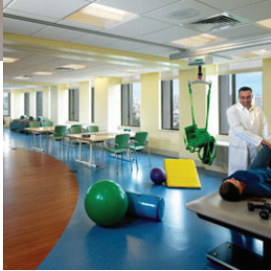
The high-quality care you'll receive at California Pacific Regional Rehabilitation Center (CPRRC) has earned the Joint Commission's Gold Seal of Approval. Our specialty programs undergo rigorous evaluation by the Commission on Accreditation of Rehabilitation Facilities (CARF) every three years and we have maintained multiple accreditations for decades. Because of our innovative programs and clinical outcomes, CPRRC is recognized as a leader in specialized acute rehabilitation.



# What You Should Know Before You Arrive



*Patient room with a view*



*Gym*



*Kitchen*

## Insurance and Authorizations

Our admissions staff will confirm your insurance benefits and coverage before you are admitted to our rehabilitation unit. If your insurance requires preauthorization, this will be taken care of by the admission coordinator. In addition, your admission coordinator will provide you with an explanation of covered benefits and what your financial liability (if any) will be.

## Length of Stay

The length of your stay will depend upon your goals, progress and a number of other factors. Your case manager will communicate your estimated length of stay after all evaluations are completed and then give you an expected discharge date and weekly updates.

## Discharge Planning

Discharge planning begins before you are admitted. During the initial preadmission interview, your intake coordinator will discuss plans for when you will leave the hospital. Discharge preparation continues after you arrive on the unit and will include you, your family, friends and the rehab team.

## Visiting Hours

Hospital visiting hours are from 8 a.m. until 8 p.m. We are a family-centric center and want your family and friends to feel free to visit while you're here. You will be busy throughout the day and there may be times when your treatment team needs to limit visitors for assessment and treatment. However, as a general rule, if visitors are not interfering with your rehabilitation program and rest, we welcome them. If you do not want visitors (either all or specific people), talk to your nurse for help coordinating who may or may not visit you.

## Pets

Pets are welcome. Prior to bringing a pet in to visit, it must be cleared first with the nursing supervisor on the unit.

## Overnight Policy

When medically and clinically appropriate, one family member can spend the night with you in your room. A cot will be provided with linens and blankets.

## What to Bring

You will wear your own clothing while you are here. We recommend comfortable items that can be layered and supportive shoes with backs and non-skid soles.

- Button-down or pullover shirts (3-5)
- Loose-fitting pants or shorts (2 pair)
- Sweatshirts and sweatpants (2 pair)
- T-shirts (3-5)
- Pajamas, robe
- Underwear (5-7 pair)
- Socks (5-7 pair)
- Slippers with non-skid sole
- Supportive shoes or sneakers (no sandals or flip-flops)
- Your preferred toiletries
- Glasses, dentures, hearing aids
- Photos, favorite pillow or personal items to help you feel more at home

## Medications

Only medications prescribed by the physicians taking care of you while you are here may be taken during your stay at CPRRC.

Please have a list of all the medications you were on BEFORE you were hospitalized. Include vitamins, herbal remedies and over-the-counter medications on your list. This will allow our doctors to make sure that you receive all the medications you need and that all your medications are accounted for when you are ready to go home.

## Valuables

We suggest leaving money, credit cards, jewelry or other valuable items at home. If you do bring items of value with you, these items can be checked into security. You can access items checked into security at any time during your hospitalization and these items will be returned to you before you leave the hospital.

### PHONE NUMBERS

**CPMC Operator: 415-600-6000**  
The operator at this number can transfer you to a patient's room.

**1 North Nursing Station:  
415-600-5340**

**2 North Nursing Station:  
415-600-5380**

### MAILING ADDRESS

**CPMC, Davies Campus  
1 North/2 North  
Castro and Duboce Streets  
San Francisco, CA 94114  
Patient Name:**



## Voting

Voting is a right of citizenship and an important civic duty. If you are hospitalized during an election, we will assist you in voting to the extent possible. Our Davies Campus is a designated polling place for all local, state and national elections. If you are a registered voter and San Francisco resident, you can cast a provisional ballot here or drop off your Vote by Mail at the Davies polling center site.

If you are not a San Francisco resident but are a registered voter elsewhere, we can assist you to vote with advance notice. If you wish to vote in an upcoming election, please notify your case manager and we will take steps to enable you to cast your vote. Ballots and local voting requirements vary from county to county, so remember to give us enough time to facilitate your participation in the voting process.

## Laundry

Your family, friends or caregivers may need to take your laundry home and return it as needed during your stay. The laundry equipment on the unit is used only as a part of therapy.

## Food and Drink

All meals and snacks are provided by the hospital. If you chose to have food from outside the hospital brought in, it must be cleared with your nurse. This is to ensure your safety as you may have special dietary needs.

## Smoking

CPRRC is a nonsmoking facility and CPMC is a nonsmoking campus. Smoking any substance, as well as the use of any smokeless tobacco product (chewing tobacco, vaping), is prohibited, except in designated areas.

## Alcohol and Recreational Drugs

- Alcohol and recreational drug use interferes with healing.
- Alcohol is not permitted anywhere on the hospital premises. NO alcohol can be kept in patient rooms, sealed or otherwise.
- The possession or use of either illegal drugs or recreational legal drugs will not be tolerated at our facility.
- Abuse of alcohol or drug policies by you or your visitors can jeopardize your stay with us.



# What to Expect While You're Here





Our rehabilitation programs are based on personalized treatment plans. You will work with a team of specialized therapists, clinicians, nurses and physicians who will help you to maximize your independence safely and efficiently.

Your active participation is essential for the best possible outcomes, and you will be directly involved in development of your rehab goals. An individualized treatment plan will be developed by you and your team and may focus on improvement in the following areas:

- Eating
- Grooming
- Bathing
- Dressing
- Toileting
- Bowel and bladder management
- Bed, chair, toilet and tub/shower transfers
- Walking (indoors and outdoors)
- Wheelchair propulsion (indoors and outdoors)
- Stairs
- Cognitive skills including memory, problem solving, attention
- Expressing yourself (through talking and writing)
- Comprehension of what you hear and read

## Your Rehab Schedule

Typically, evaluations are completed within the first two days of admission. Some evaluations may occur on the day of admission, depending on the time of your arrival.

You will participate in a minimum of 15 hours of therapy per week. Therapy sessions will be paced and timed throughout the day with breaks and rest periods to accommodate your abilities and tolerance.

You will get your daily schedule the evening prior to the next day's sessions. Occasionally, the schedule may change due to unforeseen circumstances or appointments. Your treatment team will let you know if there are any changes.

## The Rehabilitation Team

You are the center of the rehabilitation team. Your goals are our goals. We are here to work with and for you so you can get the most out of your rehabilitation process.

The team is made up of many people and may include a rehabilitation doctor (physiatrist), an internal medicine doctor (hospitalist), nurses, physical therapist (PT), occupational therapist (OT), speech therapist, activities therapist, neuropsychologist, case manager, dietitian and respiratory therapist.

Your support network (family, significant other or partner, friends, caregivers) will also make up an important part of the team.

# The Rehabilitation Process

## Admission: Day One and Two

- Evaluations are completed by physicians, nurses, PTs, OTs and speech pathologists. Goals are developed and therapy begins.

## Week One

- The team will put together an individualized plan of care that will include goals and an expected length of stay.
- You will participate in 15 hours of therapy per week.
- There will be a team conference where your goals will be reviewed and barriers to achieving the goals are identified and addressed by the team.
- Your team will initiate education regarding your diagnosis, managing your health and safety.
- Discharge planning will continue based on the information gathered during the intake process.
- Your team will initiate caregiver education and training.

## Weekly During Your Stay

- Your team will meet (team conferences) to discuss progress and modify the treatment plan, as needed.
- A family meeting may be held, if needed, to discuss your plan of care and program.
- Discharge preparation, including training of family or caregivers and identification of necessary equipment, will be ongoing.
- Discussion regarding services you may need after discharge and your preference for where you want to obtain those services will take place.
- Case managers will assist with paperwork for Family Medical Leave Act (FMLA) protections, disability benefits, etc.
- Caregiver training, education and discharge planning will be ongoing.



## Final Week of Your Inpatient Stay

- Equipment will be ordered and delivered.
- Medication prescriptions will be sent to your pharmacy.
- Referrals will be made to home health or outpatient therapy.
- Follow-up appointments with your primary care doctor and physician specialists will be made, as appropriate.
- Caregiver training, education and discharge planning will be completed.
- The day before discharge, your case manager will review your discharge instructions with you.

## Day of Discharge

- You will receive written discharge information from your nurse, including medications and follow-up appointments. This is called your After Visit Summary.
- Final therapy session, as needed.

## Post Discharge

- Call the unit or your case manager if you have any issues after you get home.
- Your case manager will contact you in 3-5 business days after discharge to check on you.
- You may receive a follow-up call within two to four weeks after you are discharged to check on your status and to be sure you have maintained the gains you made in rehab.
- You may receive a call from an independent organization 90 days after your discharge. The purpose of this call is to track your status and performance since you left the hospital. The information you provide helps us with program development and modifications because the organization that calls you is independently and without bias checking our results.



# Your Safety and Well-Being are Essential



## General Safety Precautions

- Follow all instructions from your doctors, nurses and therapists.
- Immediately report any unusual occurrences or changes in your medical condition to your doctor, nurses or therapists.
- Always ask for assistance when getting out of bed until you have been cleared for independent activities by your therapist.
- Do not adjust medical equipment or devices on your own.
- California Pacific Regional Rehabilitation Center conducts regular safety drills to protect our patients and staff in emergency situations. You may experience one of these drills or tests during your stay. In the event of an actual emergency, you can be assured that the staff is prepared and will make sure you are safe.

## Peer Support

We understand that you may have concerns about your circumstance. We offer visitation and support groups with people who have had similar experiences to yours. If you are interested in peer support, please ask your case manager, nurse or therapists for help arranging it.

## Spiritual Care

CPMC is committed to providing spiritual care that meets the needs of all patients. There is a chaplain available 24 hours a day.

The CPMC chapel/meditation space is designed primarily as a multifaith resource for contemplation and prayer for patients and family members. If you are interested in speaking with a chaplain or visiting the chapel/meditation space, please ask your case manager, nurse or therapists for assistance.

## Ethics

The CPMC Ethics Committee may assist you in exploring and resolving complex issues that may arise during the course of your treatment. The Ethics Committee is comprised of physicians, nurses, chaplains and other healthcare professionals. Your case manager or rehabilitation team can help you get a consultation with the Ethics Committee.

## LET US KNOW

It is our goal to provide high-quality medical care in a clean and safe environment. We rely on your feedback to improve our services.

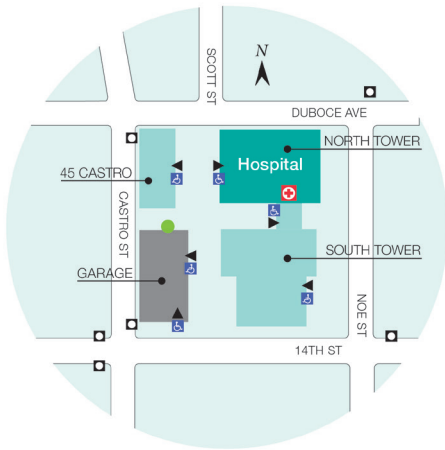
If you have concerns about your care, privacy or safety that you feel are not adequately managed by your team, the following resources are available to you for additional support and resolution.

- The Rehabilitation Program Manager can be reached at 415-600-6153.
- The clinical nurse manager can be accessed by request **through any staff member**.
- The therapy supervisor can be accessed by request **through any staff member**.
- A patient relations representative can be accessed by any staff member by calling 415-600-6634.
- You can contact the Joint Commission, an independent, not-for-profit healthcare accreditation organization, at [jointcommission.org](http://jointcommission.org) or by calling 630-792-5800.
- For general information about the Joint Commission, call 800-994-6610.
- You can contact the Office for Civil Rights, U.S. Department of Health and Human Services at [hhs.gov/ocr/hipaa](http://hhs.gov/ocr/hipaa) or 415-437-8310 | 415-437-8311 (TDD)
- California Department of Public Health  
San Francisco District Office  
150 North Hill Drive, Suite 22, Brisbane, CA 94005  
Phone: 415-330-6353 | Toll Free: 800-554-0353  
Fax: 415-330-6350 | [cdph.ca.gov](http://cdph.ca.gov)





View from a patient room



# California Pacific Regional Rehabilitation Center

AT CALIFORNIA PACIFIC  
MEDICAL CENTER

45 Castro at Duboce  
San Francisco, CA 94114

Parking is available for a fee.

- ▲ ENTRANCE
- ♿ ADA ENTRANCE
- 🚑 EMERGENCY
- 🚏 PUBLIC TRANSIT
- PARKING ENTRANCE



[sutterhealth.org/cpmc](https://sutterhealth.org/cpmc)