



Guide to Inpatient Services

AT CASA COLINA HOSPITAL





Welcome

Welcome to Casa Colina Hospital. We are pleased that you and your physician have chosen us to provide your rehabilitation and medical care. We welcome you to Casa Colina with great warmth and best wishes that the rehabilitation process you are undertaking here will be both beneficial and enjoyable.

Rehabilitation is not an easy time for you and your family. However, the end result that we hope to achieve is that you will have more capabilities, giving you more opportunities for a rewarding lifestyle.

Speaking for the entire staff of Casa Colina, it is our job to make your therapy experience here not only productive and pleasant, but also to meet your highest expectations of us in every department. This includes all aspects of our service to you – from the cleanliness of our floors to the meals prepared in our kitchen, to the professionalism of our nursing, medical, and therapy staff.

In order to ensure that your expectations of high quality are met, I would like you to know that my office is open to you at all times. If you have a concern that has not been addressed to your satisfaction, I invite you to call me directly. My internal extension is 2300. My administrative assistant is also reached at that number and she has the authority to assist you in the event that I am out of the office.

Our service to you and your satisfaction with that service is our first priority at Casa Colina. I request your help in making sure that we succeed.

With best wishes for your successful rehabilitation,

A handwritten signature in black ink, reading "Felice Loverso". The signature is fluid and cursive, with a large loop at the end.

Felice L. Loverso, Ph.D.
President and CEO



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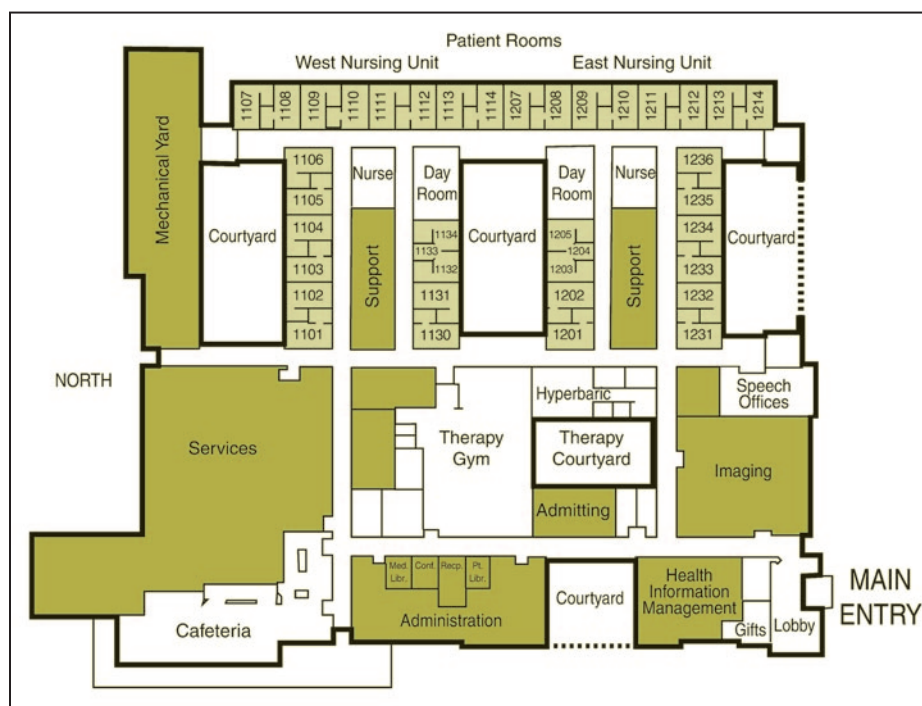


How to Reach Us

Main Hospital	909/596-7733	West Nursing Station	
TDD	909/596-3646	Patient rooms 1101-1136	Ext. 3200
Toll-free	800/926-5462	West Clinical Supervisor	Ext. 5761
Chief Executive Officer	Ext. 2300	Patient Accounting	Ext. 2155
Administrator	Ext. 3000	Housekeeping	Ext. 4001 or "0"
Inpatient Services	Ext. 3900	Facilities/Security	Ext. 4000 or "0"
East Nursing Station		Hospital Operator	"0"
Patient rooms 1201-1236	Ext. 3210	P. O. Box 6001, 255 East Bonita Avenue	
East Clinical Supervisor	Ext. 5762	Pomona, CA 91769-6001, www.casacolina.org	

Other Important Phone Numbers:

Hospital Map





About Casa Colina

Casa Colina Hospital is one part of Casa Colina Centers for Rehabilitation, a non-profit network of services for children and adults who can benefit from rehabilitation and specialized medical care. The network includes inpatient, outpatient, residential and community programs that provide services to more than 10,600 people a year.

We started in the 1930's when Frances Eleanor Smith gathered community members to organize a rehabilitation center for children recovering from crippling diseases. Her goal was to help them become as fit and independent as possible, as she had done herself as a teenager with polio. A large house in Chino called Casa Colina, "House on the Hill," was donated and renovated, and the first patients were admitted in 1938.

Casa Colina developed rehabilitation techniques to meet the demands of survivors of the polio epidemic. Then in 1959, the move was made to a new hospital in Pomona where services were expanded to meet the rehabilitation needs of adults with brain injury, spinal cord injury, stroke and many other disabling conditions.

Innovation and responsiveness to meet the needs of people in the community have been the consistent hallmarks of Casa Colina, both as an organization and in working with each individual who entrusts themselves to our care. We now stand as a leader in providing medically-directed rehabilitation services that are focused on the individual needs of people with a broad range of illnesses, injuries, or diseases.

Casa Colina Hospital is a licensed acute rehabilitation hospital accredited by The Joint Commission and strives to provide the highest level of rehabilitation care available.

Casa Colina prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.



Our Mission, Vision and Values

Mission – Casa Colina will provide individuals the opportunity to maximize their medical recovery and rehabilitation potential efficiently in an environment that recognizes their uniqueness, dignity and self-esteem.

Vision – Maintain our position at the forefront of the post-acute continuum of care by sustaining and enhancing Casa Colina as a Center of Excellence in the provision of services to persons who can benefit from medical recovery and rehabilitation care.

Values – It is our commitment to enhance the dignity and quality of life of every person we serve.



About this Guide to Inpatient Services

Thank you for choosing Casa Colina for your rehabilitation. Everyone who works here has one main goal – to help you have the best recovery possible after an injury or illness.

This guide will introduce you and your family to Casa Colina Hospital, but you will probably have many more questions. Please let your case manager or any member of your treatment team know if you need more information or have a problem with any aspect of your stay here. We will make sure that you will have an answer or resolution quickly.

Your feedback is very important to us. We will be asking for your feedback about many aspects of your care at multiple stages of your recovery: while you are still a patient; at the time that you are discharged; and again about 90 days after you leave Casa Colina. At that time, a hospital representative will call you or a family member to ask how you have progressed. If you do not want to be contacted after your discharge, please let your case manager know.

What to Expect From Your Rehabilitation Program

You are about to enter an important phase of your recovery. Rehabilitation at Casa Colina will be both challenging and rewarding as you begin the initial phase of learning to become more active, independent, healthy and as self-sufficient as possible.

From the very beginning, you will discover that rehabilitation involves hard work, determination and a willingness to learn. You will be out of bed and involved in therapy most of the day. With the help of trained, experienced rehabilitation professionals, you will participate in treatment activities that are among the most advanced in the rehabilitation field, using innovative methods and state-of-the-art equipment.

The first and most important step in your recovery is to do as much as you can for yourself. As you learn new skills, you will become more independent, self-confident, and more responsible for your own needs, and increasingly able to participate in and enjoy activities.

You and your family are key members of the treatment team. You will take responsibility for your progress and your future. Acceptance of your responsibility, as well as the support of your family and friends, provides the foundation for your success.

In order to ensure your safety, within the first 72 hours of your stay you will be assessed to determine your risk for falling, and will be provided with a plan to ensure that you are given any



necessary assistance and are made aware of fall reduction strategies. A complete functional assessment will be conducted to identify your physical and medical needs. During your first few days you will also meet the physicians and other members of the treatment team who will work with you throughout your stay.

You can expect to work hard at Casa Colina. Your program will include approximately three hours of therapy each day at least five days a week, and will include a combination of physical, occupational, and speech therapy, if necessary. Other clinical services, case management, and educational activities will also be provided.

We start early, sometimes even before breakfast, to work on your activities of daily living. You may have therapy over the lunch hour if you need help with meals. At the end of the day, you can expect to be tired, but as each day goes by you will see your efforts turn into real accomplishments.

Your Treatment Team

Casa Colina utilizes a unique team approach in which you, our patient, are the key team member. Your treatment team is made up of a group of highly skilled rehabilitation professionals who combine their experience and specialized skills to develop a collaborative, interdisciplinary approach to treatment that best ensures your safety, meets your individual needs, learning style and goals for recovery. Your treatment team will consistently reassess your needs to modify your course of care, treatment, services, and need for education to assist you in achieving your maximum potential. Communication among team members is paramount to quality care and in the provision of both internal and external resources to meet your needs during the course of your stay and at discharge.

Physicians

At Casa Colina, both internal medicine and family practice physicians work closely with specialists in physical medicine and rehabilitation. In addition, pulmonary, neurology, orthopedics, pain management, and many other specialists are on staff to collaborate on your care. Your physicians will evaluate, re-evaluate, and provide oversight for the quality of care, treatment and services provided by the members of the treatment team, and will regularly meet with you and your treatment team to evaluate your progress, direct treatment efforts, and prescribe any medication and services you require. In addition, we welcome the participation of your personal physician as a member of your treatment team. If your personal physician is not on our medical staff or chooses not to serve as an attending physician, then an internal medicine or family practice physician will be assigned to you during your stay.



Clinical Supervisors

The clinical supervisor is a registered nurse who manages the nursing team during each shift. He or she is a resource should you have any issues or concerns regarding your care during your stay. The clinical supervisor is available 24 hours a day, seven days a week. The West Side clinical supervisor (patient rooms 1101-1136) can be reached by dialing extension 5761. The East Side clinical supervisor (patient rooms 1201-1236) can be reached by dialing extension 5762. They can also be contacted by pressing the nurse call button and asking to speak to the clinical supervisor.

Nurses

The rehabilitation nurse works with you and your other hospital caregivers to evaluate and treat potential health problems that may arise from your current physical condition. Your nurse will administer medications if needed and help with your daily needs. Many of our licensed nurses have special training in caring for patients throughout the rehabilitation process and are here to care for your needs 24 hours a day, seven days a week.

Physical Therapists

The physical therapist will guide and assist you in therapeutic activities and functional training to develop more strength, endurance, flexibility, balance, coordination and locomotion. Mobility and transfers are a primary focus. The physical therapist will also teach you many exercises for you to continue on your own and that are essential for your long-term health and fitness.

Occupational Therapists

The occupational therapist will help you relearn the activities of daily living that will allow you to become more independent. These areas focus on dressing, grooming, personal hygiene, and feeding. Your coordination, balance, strength, flexibility, sensation, cognition, and visual perception will also be addressed by the occupational therapist.

Speech Language Pathologists

The speech language pathologist works with those who need specialized therapy to improve communication skills, swallowing, memory, problem solving, safety and the ability to think clearly.

Neuropsychologists

Your physician may recommend that you see a neuropsychologist as part of your treatment plan. A neuropsychologist is a licensed clinical psychologist who has specialized education and training in understanding brain functions and disorders. They may assess how your brain is functioning with standardized tests or functional activities and then help you and your family, as well as the treatment team, understand how your brain is working. They may also help you



see how your brain has changed after an injury or illness. A neuropsychologist may also provide psychotherapy, behavioral management, cognitive rehabilitation, and other types of treatment. The neuropsychologist incorporates their knowledge of how brain injuries or disorders can affect emotions, behavior, and cognitive functioning in order to make individualized recommendations to increase success and achieve the best quality of life.

Respiratory Therapists

The respiratory therapist assists and administers therapy care and life support to patients with deficiencies and/or abnormalities to their cardio-pulmonary system under the direction of a physician and by prescription to help patients achieve their maximum cardio-pulmonary potential.

Registered Diet Technicians/Registered Dietitians

The registered diet technician and registered dietitian work with the treatment team, your family, and with you to make sure that your diet meets your specific needs. Special diets are sometimes prescribed for patients with certain medical conditions. Your registered diet technician/registered dietitian will assist you with ethnic and cultural preferences, as well as prescribed food restrictions.

Case Managers

Your case manager is a rehabilitation professional with nursing or social work experience who will work closely with you and your family to develop a treatment plan. The case manager will also work with hospital staff in coordinating your care, treatment and services, including external resources when needed by the patient/family. Beginning at the time of admission, your case manager will work with you and your family to implement a discharge plan, facilitate continuity of care, schedule family conferences, educate you to the healthcare continuum, and arrange for appropriate placement when necessary. The case manager will also coordinate your treatment plan as needed with your insurance company.

Other Personnel

During your stay, many other healthcare professionals including personnel from the pharmacy, laboratory, and imaging services departments may assist you. Our environmental services staff will clean your room daily. If you have any housekeeping concerns in your room, please tell your nurse and it will be taken care of as soon as possible. Volunteers and students also contribute many hours of service at Casa Colina Hospital. All staff and volunteers can be identified by their name badges. There are many other personnel behind the scenes such as the health information management staff, patient accounting staff, accountants, facilities personnel, secretaries, admissions coordinators, and food service workers, all contributing to your well being while you are at Casa Colina Hospital.



Team Conferences

Your treatment team will meet weekly in a collaborative approach to address your goals and the coordination of care, treatment plan, and services necessary to achieve a successful discharge. Weekly meetings will provide the team an opportunity to review your progress and make any necessary changes to your plan to ensure the best possible rehabilitation outcome for you. Your success at Casa Colina Hospital, and in the community at large, is our number one priority.

Patient Education

Patient education is an essential part of your treatment plan. Various members of your treatment team will provide education and training to you and your family based on your needs and abilities in order to use methods of education and instruction matched to your level of learning. Specific disciplines will provide education in your treatment plan for safety, effective use of medications and equipment, nutritional status, pain management, and rehabilitation techniques that will assist you in maximizing your independence. A patient library is also available 24 hours a day, seven days a week with reading materials and patient education information. In addition, we offer education programs on channels 19 and 20 of your room's television. Casa Colina informational programming can also be found on channel 21. If you need assistance finding the channels, please speak with your nurse.

Your Accommodations

Patient Room

We have made every effort to provide a comfortable and safe environment that will meet your needs and support your rehabilitation, dignity, security, and right to privacy. Your room assignment at Casa Colina Hospital is based on your admitting diagnosis and bed availability on the day of your admission. Our patient rooms are semi-private. However, we have a limited number of private rooms, which are reserved for patients with specific medical conditions. You may be moved to other rooms during your stay based on your health status. Nursing personnel will help familiarize you with your room upon arrival.

Calling Your Nurse

If you need assistance during your stay, please use the call system located at your bedside. When you press the specified button or utilize a different type of call system provided to you, the nurses station is alerted that you need assistance. You will receive an audio and visual response on your closed circuit television where you can speak with our staff directly. A light will also flash above your door to indicate your call. A staff member will respond to your signal as quickly



as possible. Your nurse can also be contacted directly by using your bedside telephone. Your nurse's personal extension is posted in your room.

Your Bed

Hospital beds are electrically operated and your nurse will show you how to use it properly when you arrive. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. They may be raised at night or during the day if you are resting, sleeping, or taking certain medications. You may be accommodated in a special bed based on your medical needs. Some of these beds provide a calming environment for patients who are more agitated or who have memory problems, and other special beds may be used for persons requiring certain types of wound management.

Smoking Policy

Due to our commitment to provide the most healthful environment for all patients, Casa Colina Hospital is a non-smoking facility. Smoking is not permitted indoors or in any of the hospital courtyards at any time. Smoking is permitted in designated outdoor areas of the hospital grounds. Please refer to the campus map on the back cover of this handbook to locate the designated smoking areas.

Alcohol and Drugs

Alcoholic beverages and unauthorized drugs are strictly forbidden at Casa Colina Hospital. The unprescribed use of either alcohol or drugs may result in immediate discharge.

Communications, Communication Assistance and Television

Telephones & Internet Access

Telephones are provided at each bedside. Patients may receive calls in their room from 7:30 a.m. to 10:00 p.m. Local calls may be made at any time from the room by dialing 9 and then the number.

Long distance and toll calls can be made from 7:30 a.m. to 8:00 p.m. by dialing "0" as telephone attendants are not available to connect you to an external operator. Long distance and toll calls cannot be charged to your room. You will be connected to an external operator who can assist you with your call. Pay phones are also available in the hospital lobby for visitors and guests.

Patients are welcome to bring their own laptop computers and access the hospital's wireless network for Internet access. Desktop computers with Internet access are also available in the west and east hospital dayrooms for patient use.



Cellular Phones

We realize that cell phones are used as primary communication devices. We ask that you limit the use of your phone during times that you are interacting with your health care provider. There may be certain areas in the hospital where devices may interfere with the electronic systems being used for patient monitoring. In these areas, staff will require that personal communication equipment not be used. In addition, no picture taking or video recording of other patients or staff is permitted. Casa Colina Hospital will not assume responsibility or liability for any cell phones brought into the hospital by patients or family members. Since a phone is available at each bedside, we recommend that patients leave their personal communication devices at home.

Communication assistance is provided to all patients and family members with special communication needs such as those who are sight or hearing impaired or non-English speaking. Assistance includes printed, taped or verbally presented patient information, foreign language and sign language interpreters, and supplemental hearing devices.

Hearing Impaired

A telecommunications device is available in the main lobby at the reception desk to help hearing-impaired patients or patients who want to communicate with a hearing impaired person. The hospital TDD telephone number for hearing impaired persons is 909/596-3646. Arrangements can also be made to have a person who uses sign language help a hearing impaired individual.

Interpreters

To better meet the needs of our culturally diverse population and to prevent language from becoming a barrier in the rehabilitation process, the hospital has access to interpreters for a number of foreign languages, if a patient should require it. Please contact your nurse or other health care providers to request interpreter services.

Television

Color television sets are provided at each patient's bed with free local channels and hospital educational channels. Please be considerate of other patients by watching your television set at a low volume and turning off your set at bedtime.

Visiting Hours, Family and Friends

Visiting Hours

At Casa Colina Hospital, we believe that your family and friends are important participants in your care, so we encourage you to have visitors. To encourage the support of family and friends



and also ensure that our patients receive the rest that is so necessary to the rehabilitation process, specific visiting hours are on Monday through Friday from 11:00 a.m. to 1:00 p.m. and 5:00 p.m. to 8:00 p.m.; and on Saturday and Sunday from 10:00 a.m. to 8:00 p.m. There may be times prior to these hours that our staff may want family members to participate in a patient's therapy program. Please check with your assigned case manager to determine when this may be appropriate.

Visiting Practices and Patient Passes

- Visitors must dress appropriately and must wear shirts and shoes.
- Visitors are asked to enter and leave the hospital through the southeast entrance, or main lobby of the hospital. All visitors must sign in, obtain and wear a visitors badge while on the premises.
- Due to patient privacy, visitors are not allowed to spend the night in a patient's room. On rare occasions, visitors may be allowed to spend the night; approval is required by hospital administration.
- Patient beds are not to be occupied by visitors or other family members.
- No more than two visitors are allowed at a patient's bedside at one time. Visitors in semi-private rooms should be considerate of both patients. If more than two visitors are present, and if the patient is able to visit in another area, please utilize the courtyards, patient lounges, cafeteria, or patios. For your safety and security, patients must notify nursing staff when leaving the unit. The number of visitors may be restricted based on the patient's medical condition.
- An adult must accompany children under the age of 12 at all times. Children under the age of 12 are not allowed in the patient's room and should visit with patients in the public areas of the hospital: lobby, day rooms, cafeteria, and courtyards.
- In the event that family members or friends are ill with flu like symptoms, colds, sore throats, or any contagious diseases, the hospital asks that they refrain from visiting until symptom free for at least three days.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests, treatments, or when the doctor or nurse needs to examine the patient. Because patients are scheduled for therapy during the course of the day, we ask that visitors respect the designated visiting hours. Visitors are not permitted in the inpatient gym, unless specifically asked by a patient's therapist to participate in a patient's therapy session, as part of the rehabilitation process.



- Visitors are asked to utilize infection control precautions by washing hands at the main hospital lobby's designated hand sanitizing station and additional sites throughout patient care areas. Visitors will also be required to wear personal protective equipment for patients that are in isolation. Signs located outside of the patient's room will alert you to the need for protective equipment.
- Fresh air and a change in venue can be therapeutic. Therefore, unless contraindicated, Casa Colina Hospital invites you and your visitors to use the six garden courtyards that have been designed for therapy and relaxation. The outdoor therapy garden at the main gym has a ramp, staircase, set of curbs, several types of mobility surfaces and other features that you may use in rehabilitation with your therapist to help you build mobility skills in the outdoors and achieve other rehabilitation goals. The three courtyards near the patient rooms and the courtyard near the admissions office provide you and your visitors a quiet place to meet, talk, reflect, or just have a quiet moment. The fountain courtyard and patio, just outside the cafeteria, provide a larger space for you and your guests to meet and a pleasant place to take a walk. Please ask your therapist if you have any questions about using these areas. For your safety and security, patients must notify the nursing staff if they are leaving the unit to go outside.
- No patient may leave the hospital grounds without an order from the attending or rehabilitation physician. There may be times when a day pass would be appropriate for home evaluations or for other special family circumstances. However, the patient must be medically cleared, appropriate training of the person taking the patient on the pass must be completed, and a pass order must be given by the physician. Patients going on pass must check out at the nursing unit station, inform nursing staff of their departure, and obtain needed medications or instructions. Upon their return to the hospital, patients must check in at the nursing unit station. Third party payers typically do not allow overnight passes. Speak with your case manager if you have an urgent need and require a pass.

Gifts for Patients

Visitors are required to check with the nurse before bringing gifts of food and/or drink to patients, as many patients are on restricted or special diets. Please check with the nurse to make sure your gift is appropriate and safe for the patient's condition.

Casa Colina Gift Shop

The Casa Colina Gift Shop is located in the lobby of the hospital. The gift shop is open Monday through Friday, with the exception of holidays. The gift shop carries a wide variety of items including cards, candy, plush animals, baby items, unique gifts for men and women, balloons, throws, and seasonal items. It's a great place to get away and browse! The gift shop phone extension is 3302.



Parking

Parking for patients and visitors is available 24-hours a day, seven days a week. All parking is free. Patients and visitors are cautioned not to park in reserved areas or certain designated areas. Please be sure to lock your car. To ensure your safety, provide you with any necessary assistance or to arrange for an escort to your vehicle, please call the security department by dialing “0” on a hospital phone for the operator. You may obtain a parking map from the reception desk in the main lobby.

Food and Nutrition

Food Services

Wholesome, nourishing, and well-balanced meals are an important part of your treatment and recovery. Casa Colina Hospital makes every effort to provide appetizing and nutritious meals that are prepared according to your doctor’s orders.

Patients are served breakfast between 6:00 a.m. and 8:00 a.m., lunch between 11:30 a.m. and 12:30 p.m., and dinner between 5:00 p.m. and 6:00 p.m. Occasionally your meal may be delayed if you are scheduled for a special test or treatment. Provision will be made to serve your meal after your examination or test if authorized by your physician.

A member of the dietary department will be visiting you to review your food likes and dislikes and to explain your dietary program.

Patients and their visitors are encouraged to eat in the hospital dayrooms whenever possible. If a family member or friend wants to eat with you, they may go to the cafeteria, purchase a meal there, and take it back to the inpatient area. If the family member or friend does not want to go to the cafeteria, a guest meal tray can be delivered to your room or dayroom. To arrange for a guest meal tray, contact the nurse caring for the patient. There is a charge for guest meals that will be arranged with food services.

Cafeteria

The cafeteria is open Monday through Friday from 6:30 a.m. to 6:30 p.m. serving breakfast, lunch, and dinner. A limited menu is offered on Saturday and Sunday from 11:00 am to 4:00 pm.

Vending Machines

Vending machines for snacks, beverages, and microwavable items are located in the cafeteria and are available 24 hours a day.



Clothing, Laundry and Hair Stylist

You and your family are responsible for your clothing needs. We recommend a minimum of five changes of clothing (more in the case of bowel and bladder problems). We also recommend you label all clothing with the patient's name.

Clothing Recommendations

Because your stay at Casa Colina Hospital will involve a variety of physical activities and therapies, it is important that you dress comfortably. We recommend the following:

- 5 pairs slacks/sweat clothes
- 5 shirts/blouses, at least one with short sleeves
- 5 pairs underwear
- 5 pairs socks
- 1 sweater or light jacket
- 1 pair gym shoes or sneakers
- 2-3 sets nightwear, including a robe

Grooming articles including shampoo, hairbrush or comb, toothpaste, toothbrush, shaving items, etc.

Laundry

Personal laundry services are not provided at Casa Colina Hospital. Families find it most convenient to take soiled laundry home after visiting in the evening and then return it at the next visit.

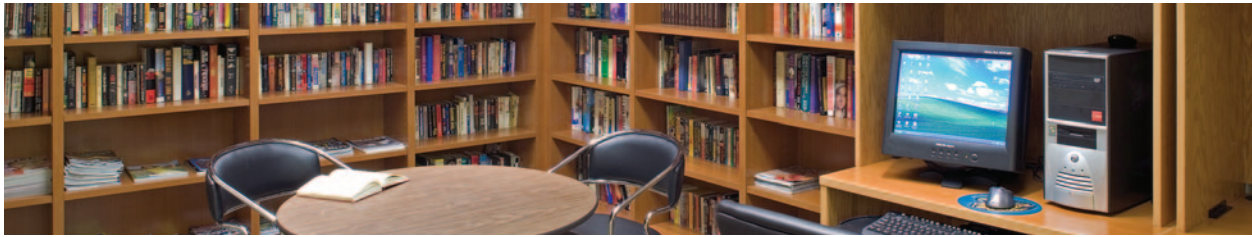
Hair Stylist

Hair stylist services are available by appointment only. Any fees are the responsibility of the patient. Please contact your nurse to arrange for these services.

Safety and Security

Partnering with Our Patients

Many hospitals across the country are working to make health care safety a priority. At Casa Colina Hospital, we encourage our patients to be active participants in their health care through the use of the "Speak Up" Program.



Speak up if you have any questions or concerns and if you don't understand, ask again.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications. Don't assume anything.

Educate yourself about your diagnosis, medical tests, therapies, and treatment plan.

Ask a trusted family member or friend to be your advocate if you are unable to ask questions for yourself.

Know what medications you take and why you take them. Medication errors are the most common health mistakes.

Use a health care organization that has undergone rigorous on-site evaluations by organizations such as Department of Public Health and The Joint Commission.

Participate in the decisions about your therapy and treatments. You are the center of your treatment team.

Please refer to the "Speak Up" brochure inserted into your admission package for additional information.

Fall Prevention

While you are in the hospital, there are steps you can take to prevent a fall:

- Keep the call button in reach at **ALL** times.
- Get out of bed slowly if you have a green or green + wristband. **Orange and blue wristbands mean you must call your nurse before getting out of bed.**
- Always wear shoes or non-slip footwear if standing or walking.
- Report any spills or obstructions to staff immediately.

ALWAYS call nursing staff for assistance with:

- Using the bathroom.
- Getting to items beyond your reach.
- Feeling dizzy or unsteady.

Wheelchairs and Other Types of Mobilization Equipment

Each inpatient is provided a wheelchair or other type of mobilization equipment to be used during their stay here at Casa Colina Hospital. These are provided for the safety of all patients while moving throughout the facility.



Getting in and out of the wheelchair, or getting on and off other types of mobilization equipment or furniture, may be hazardous if not done with the assistance of trained personnel. Please ask for assistance from the hospital staff when getting in, on, out of, or off of the equipment or furniture. We understand your friends and family may be eager to provide you with assistance getting in and out of bed or walking. Before doing so, each person must complete training with a member of the therapy team and must be identified as being safe performing each specific task. Please arrange training of your family members with your case manager.

Wheelchairs also are equipped with seatbelt-type alarms for your or your loved one's safety. Please do not remove these or leave your loved one unattended without the seatbelt in place.

Fire Drills and Disaster Drills

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room or follow the instructions of the healthcare professional you are with and do not become alarmed. The hospital is a fire and earthquake resistant building.

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Unapproved electrically operated equipment and aerosol products are not permitted in these areas.

Medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy, and administered by a nurse. Patients are not permitted to administer their own medications unless as part of supervised education; or to keep personal medications at their bedside, unless preauthorized by their physician per hospital policy.

Electronic Items Brought From Home

Any electronic item brought from home must first be checked for safety by our hospital Facilities Department before it is brought into your room. Please notify your nurse if you have any electronic items you would like in your room. The nurse will make arrangements for the safety check by the facilities department staff. Please be sure your name is on the item. Please also be aware that some of these items may not be appropriate for other patients on the unit. Casa Colina Hospital assumes no responsibility or liability for these items.

Valuable or Lost Items

Patients are asked not to bring items of value to the hospital. If you do bring a valuable item (i.e. laptop, cell phones, other electronic devices, jewelry, purses, wallets) it should be deposited in



the hospital safe. You may make arrangements for this with your nurse. You will be given a written receipt for all items that must be presented when you withdraw them. **The hospital does not accept responsibility for items of value unless they are deposited in the safe.** You may refer to the “Conditions of Admissions” that was provided at the time of your admission for more specific information. If you should lose a personal item, please report it to your nurse. If you should find any item, please turn it in at the nurses station.

Other Special Services

Mail

Patients may receive mail at the hospital. Once received at the hospital, it will be delivered within 24 hours, except on weekends and holidays. The patient’s address while an inpatient at Casa Colina Hospital is:

Patient Name / Room Number
Casa Colina Hospital for Rehabilitative Medicine
255 E. Bonita Avenue
P.O. Box 6001
Pomona, CA 91769-6001

Letters and parcels that arrive after you have been discharged are forwarded to your discharge address. Stamps, cards, and stationary may be purchased in the Gift Shop. Outgoing mail may be deposited with the Lobby receptionist at any time.

Flowers and Delivered Gifts

Flowers and gifts will be delivered to the patient’s room by hospital staff or volunteers.

Religious Services

Casa Colina Hospital is committed to the total well being of its patients. Spiritual care is an integral part of the healing process. Chaplain services are available and may be obtained by request to any of your health care providers or directly contacting hospital administration at ext. 3001.

Patient Rights

It is our goal at Casa Colina Hospital to ensure that your experience with care, treatment, and services is conducted in a manner that provides respect, fosters dignity, encourages positive self-esteem, protects civil rights, and involves patients and those who support them in the rehabilitation process. Please refer to the document “Patient Rights” that was provided to you at the time of admission.



Patient Responsibilities

The staff at Casa Colina Hospital strives to provide you with the best health care possible. Below are some things you can do to help us achieve that goal:

- Give your health care provider all the information she or he will need to determine the best treatment for you. Fill out any forms completely and accurately, informing your provider about past and current diagnoses and treatments, including past illnesses, hospitalizations, and medications (including prescribed and non-prescribed medications and herbals). Be as clear as you can about current symptoms, including pain and psychological concerns.
- Comply with the course of treatment agreed upon by yourself and your healthcare provider. Follow prescribed instructions, including prescribed medications and any instructions for rehabilitation.
- Understand the consequences of your actions should you refuse treatment or do not follow the practitioner's instructions.
- Be open and honest with your health care provider and inform him/her if you perceive a risk in your care, do not understand, or cannot comply with the instructions you are given. Please ask questions.
- Inform your health care provider promptly if your condition worsens or if you experience any unexpected changes in your condition.
- Be respectful and considerate of the other patients and their privacy and property as well as privacy and property of the hospital staff.
- Please follow the rules and regulations of Casa Colina.
- Participate in patient therapies and setting goals.
- Follow the rules and regulations affecting patient care and conduct by being respectful of other patients and facility personnel. Be responsible for your personal behavior and control noise and number of visitors.
- Be responsible for assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.



Pain Management Rights for Patients

As a patient at Casa Colina Hospital, you can expect:

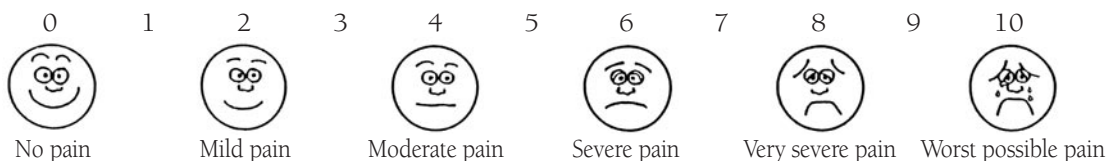
- Information and education about pain and pain relief measures including the potential limitations and side effects of pain treatments.
- A concerned staff committed to preventing and managing pain.
- Health professionals who believe your reports of pain and respond quickly to reports of pain.
- Assessment, reassessment and management of pain.
- State-of-the-art pain management.

Patient Responsibilities Regarding Pain Management

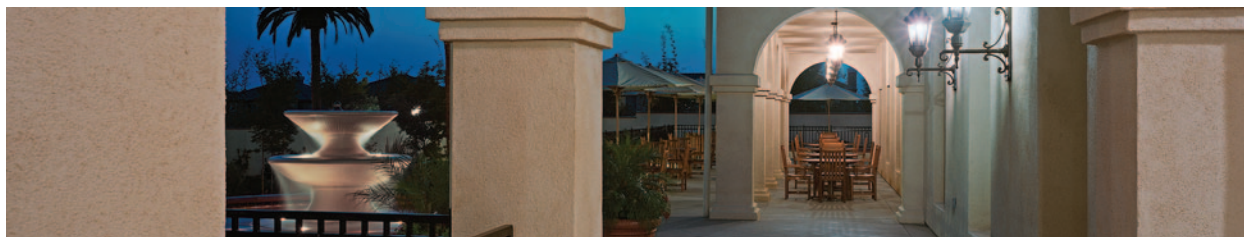
As a patient at Casa Colina Hospital, we expect:

- That you ask your doctor or nurse about what to anticipate about pain and pain management, potential limitations, and side effects of pain treatments.
- That you discuss pain relief options with your doctor and nurse.
- That you work with your doctor and nurse to develop a pain management plan.
- That you ask for pain relief when pain first begins.
- That you help your provider and nurse assess your pain.
- That you tell your doctor or nurse if your pain is not relieved.
- That you tell your doctor or nurse about any worries or concerns you may have about pain and pain medication management.

At Casa Colina Hospital, we utilize a point system that corresponds to various facial expressions to help describe your pain. Choose the face that best describes how you feel:



If you or a family member is unable to use this scale, an alternative scale is available to identify pain. Please contact your nurse.



Getting Ready to Leave the Hospital and Preparing for Continuing Rehabilitation

Working with your doctors and rehabilitation team, you will be an active participant in your discharge plan and will be kept apprised of the approximate date of discharge from admission through discharge. At Casa Colina Hospital, our commitment is to provide you with services that will enable you to return to – and maintain – a lifestyle that is healthy, active, productive, and as independent as possible. In order to meet that commitment, one of our major goals is to ensure that you and your family are sufficiently prepared for your successful return to your home and community. Therefore, planning and preparation for your discharge from the hospital – and for the next step in your recovery – will begin at admission and continue throughout your stay.

Each patient's body will functionally improve at a different rate. The primary goal of rehabilitation is for the patient to go home. Some patients may have functional improvements very quickly, and some patients may plateau and not progress as quickly as others. In some cases, where improvements may not be made as quickly, other levels of care such as skilled nursing care or long term acute care may be more appropriate for the patient. In these cases, there may be a need for placement upon discharge. Your case manager will work with you and your family to make appropriate arrangements for transfer to your discharge destination. If transfer becomes necessary, the healthcare organization you are being transferred to will be informed of anticipated needs for your continued care, treatment and services. If you are transferred to another healthcare facility, appropriate medical, physical and psychosocial status information will be shared.

Your physician will provide the leadership for the treatment team who will determine when your stay has been completed. Your physician will write a discharge order. Your case manager will work closely with you and your family and/or significant other in planning the discharge date and time.

Medications

Prior to discharge from Casa Colina, please provide a list of all medications from home to compare with current medications prescribed at the hospital. This will ensure a complete and accurate medication list. This medication list can be provided to your primary physician and/or other physicians you may see after discharge. If your doctor gives you prescriptions, please take them to your local pharmacy to have them filled.



Medical Equipment

Your treatment team will help you determine your need for medical equipment and other supplies prior to your discharge. Your case manager will coordinate obtaining appropriate authorizations and ordering of the equipment so it will be available for you at discharge. Your case manager will also identify which of these items will be covered by your insurance. If your insurance does not provide the equipment you need, our treatment team will offer alternatives to obtaining the needed items.

Going Home in Your Vehicle

When the doctor's order has been received and you are ready to leave, one of the nursing personnel will escort you to the Main Lobby exit and assist you to your vehicle.

Transfer to Another Facility

The mode of transportation to the receiving facility will be coordinated between the doctor, the case manager, the patient, the family and, when medically necessary, a transportation company. Your case manager or a nurse will communicate the details of the transfer to you and your family.

Post-Discharge Services and Continuum of Care

Often times, the acute rehabilitation hospital stay is just the beginning of the rehabilitation process. There are occasions when patients need additional rehabilitation services, treatment, or a physician specialist follow-up after they are discharged from the acute rehabilitation program. There are also opportunities for patients to learn new activities and leisure sports that they can achieve with their newly found abilities. Casa Colina Hospital offers a continuum of care – a full range of treatment options that will respond to your treatment needs as they change through your future recovery process. Our continuum of care is designed to provide the highest quality of services, and allows us to match the right services to your needs at the right time.

Your hospital case manager will inform you of any appointments which have been made on your behalf at the time of discharge. Casa Colina offers many services on its Pomona campus, as well as satellite and residential centers, which may further your successful rehabilitation. Programs range from transitional living and day treatment, home and community care, outpatient rehabilitation, outpatient physician specialists clinics, diagnostic imaging, outpatient surgery, outdoor adventures, adult day health care, support groups, and much more. If you have questions about any of these services, please ask your hospital case manager, request a free brochure or visit us at www.casacolina.org.



Finances and Billing

Casa Colina's Admissions Department is closely involved with your stay at Casa Colina Hospital from the time you are referred. Prior to admission, the Admissions Department coordinators will inform your funding source and receive authorization for your admission. Throughout your stay, your case manager will regularly keep your funding source informed about your progress and future rehabilitation needs.

Your Hospital Bill

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. But you should remember that your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. Casa Colina acts solely as your agent in filing for insurance benefits and, therefore, assumes no responsibility in guaranteeing payment of your account by your funding source. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services you receive during your stay. Charges fall into two categories: 1) a basic daily rate which includes your room, meals, nursing care, housekeeping, local telephone, local and educational television, and 2) charges for services your physician orders for you such as therapies, x-rays, laboratory tests, and medications. Your funding source will receive separate bills for your hospital services and your attending and consulting physician fees.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by physicians in diagnosing and interpreting test results, such as radiologists. Radiologists and other specialists who perform these services are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.

The patient financial services department will arrange all billing and collections for insurance, Medicare, or Medi-Cal, except for physician fees. Any questions you may have about your financial responsibility should be discussed with your case manager who will refer you to a patient financial services representative.

Services provided by Casa Colina Hospital are covered by most health insurance and Workers' Compensation plans. Some services may be eligible for Medicare or Medi-Cal reimbursement.

If you do not have insurance coverage, you may qualify for financial assistance. Casa Colina has a program to assist uninsured and/or low income patients with payment of their Casa Colina bills. For more information about financial assistance, please ask our admissions or registration staff



representatives, or call the patient financial services department directly at 909/596-7733, ext. 5621.

Decisions Regarding Your Healthcare

Advance Directives and Health Care Power of Attorney

If you are 18 or older and mentally competent, you have the right to make decisions about your medical treatment. If you want to control decisions about your health care, even if you are unable to make or express them yourself, you will need an Advance Directive. An Advance Directive is a set of instructions you give about the health care you want in the event you lose the ability to make decisions for yourself. Casa Colina Hospital complies with California laws and court decisions on Advance Directives to the extent that it is within the law. If your Casa Colina Hospital physician cannot, as a matter of conscience, comply with your Advance Directive, your physician will inform you. Casa Colina Hospital can assist you with finding another member of the Casa Colina Hospital Medical Staff who can comply with your Advance Directive. If one cannot be found we may offer alternatives. It is your responsibility to provide a copy of your Advance Directive to the hospital. If you have questions, please talk to your doctor, nurse, case manager, or social worker. We do not discriminate against you based upon whether or not you have executed an Advance Directive.

Healthcare Decisions

Prior to the start of any procedure or treatment, you shall receive from your physician, whatever information is necessary to give informed consent. You may refuse medical treatment to the extent permitted by law. If you refuse treatment, you will be informed of significant medical consequences that may result from such action. Refusal to participate in therapies may result in discharge to a different level of care.

Bioethics Committee

There may be a time when you are called on to make a decision about the health care for yourself or your loved one. This can often be a confusing, frightening, or painful task. Increased understanding among patients, families, and health care providers may lessen your fears and help relieve the burden that such difficult decision-making may cause. Casa Colina Hospital has a Bioethics Committee that is comprised of various health care professionals and clergy, as appropriate to the concern at hand, who are prepared to listen and respond to you. The committee will facilitate communications between concerned parties regarding treatment decisions. It will not make individual decisions but will have an on-going charge of recommending standards of treatment in cases involving ethical implications.



What are ethical issues? Decisions about care at the end of life; appropriate management of pain; conflicts about rehabilitation care; withdrawal of treatment recommendations for “Do Not Resuscitate” orders; compliance with Advance Directives, guidance when the patient lacks decision making capacity; or issues surrounding informed consent and confidentiality to name a few.

If you have an ethical problem, please take the following steps:

1. Discuss it with your physician or health care provider. Under most circumstances, your issue can be resolved at this level.
2. If the issue remains unresolved, ask your physician, nurse, or other staff member with whom you are comfortable to refer you to the bioethics committee. You may also access the bioethics committee directly by contacting our medical director at extension 3025.
3. After hours, or if you are calling from home, please call the medical director or the administrator on call at extension 3100. The clinical supervisor can page these persons for you. The bioethics committee can be called for a full meeting, if needed, within 48 hours.

Protective Services

State Adult Protective Services (APS)

The county APS agency provides assistance to elderly and dependent adults who are functionally impaired, unable to meet their own needs, and who are victims of abuse, neglect, or exploitation. The county agency investigates reports of abuse of elderly and dependent adults who are living in private homes, hotels, acute care hospitals and health clinics, adult day care and social day care centers.

In addition to investigating and evaluating reports of abuse, APS staff provides or coordinates support services such as conservatorships and advocacy. They also provide information and education to other agencies and the public about reporting requirements and other responsibilities under the elder and dependent adult abuse reporting laws. Services are available to any person, regardless of income. Services are available in all 58 California counties.

Assistance: If you want to make a report about elder abuse, contact the office listed for your county. Abuse reports may also be made to the local law enforcement agency. For county Adult Protective Services, contact:

APS Central Intake: 213/351-5401

24-Hour Hotline: 877/477-3646

General Information: 888/202-4248



Code of Ethical Behavior and Corporate Compliance Program

The Governing Board of Casa Colina has established a Code of Ethical Behavior and a Corporate Compliance Program in recognition of the organization's responsibility to our public including patients, clients, residents, donors, internal staff, board of directors, volunteers, referring agents, regulatory agents, suppliers, and the general public. It is everyone's responsibility to act in a manner consistent with the Code of Ethical Behavior. The Corporate Compliance Program promotes adherence to the principles set forth in the Code of Ethics and includes training and prevention activities, auditing, detecting, and correcting any breaches of our assurance to behave in a legal and ethical manner.

The guiding principle: All publics deserve to be treated with dignity, respect, and courteousness. The organization strives to adhere to this principle and expands on it through policy and procedures. We fairly and accurately represent ourselves and our capabilities, and we provide appropriate services to meet identified needs of patients and do not provide services that are unnecessary. We do not discriminate on any basis. We provide for the uniform performance of care processes throughout the organization, and strive to provide care that meets or exceeds local standards. We strive to maximize benefits to patients as well as advocating for the larger community of persons living with impairment and disability. Respect for the patient includes keen recognition of their rights including involvement in care decisions, right to complain, and fair and objective resolution of conflicts.

It is our policy to request the disclosure of potential duality of interest of all members of the governing board, administration, medical staff, and employees so that such interests do not inappropriately influence important clinical or organizational decisions.

We will bill fairly and accurately and explain the bill in detail upon request. Patients with limited resources will be provided with uncompensated care as resources are made available from donors for such needs, and when they exist, from the operating profits of the corporation as designated by the Governing Board.

In marketing our services, we will accurately represent ourselves and our capabilities. Specific reports of the quality and outcomes of our services will be supported by evidence to substantiate any claims made.

Casa Colina Hospital recognizes the need to maintain confidentiality of information about patients. In addition, personnel and management issues will be maintained in confidence. Access will be given only to authorized individuals.



Standards for Privacy of Protected Health Information

According to the federal law entitled the “Health Insurance Portability and Accountability Act” (HIPAA), you have rights concerning the use of individually identifiable health information. Only individuals with a legitimate “need to know” may access, use or disclose patient information. Protected health information may be released to other covered health care providers without patient authorization if used for treatment, payment, health care operations, or for public good purposes as permitted by state and federal laws. Disclosures of protected health information for uses and disclosures outside treatment, payment and health care operations require patient authorization.

The patient or his or her personal representative may request an accounting of the patient’s protected health information. Any patient who contacts Casa Colina to obtain this information will be given a Casa Colina Request for Accounting Form. The patient will be asked to complete this form and submit it to the hospital’s privacy office for processing. Casa Colina will also accept any other written requests from the patient desiring this information.

While receiving care at Casa Colina Hospital, you may request that your name not be included in the hospital directory, which means that any persons inquiring about you will be told, “I have no information about this person.” If you want to receive deliveries of cards and flowers, then you should keep your name included in the hospital directory.

If You Have a Question or Concern

The medical staff and employees of Casa Colina Hospital seek to treat our patients with dignity, fairness, and respect, recognizing their needs and satisfying them to the fullest extent possible. If you have any questions or problems that have not been answered to your satisfaction by your physician or a hospital caregiver, or if you have a special need or concerns about your discharge, or have medical equipment needs, please speak to your hospital case manager. If you still have concerns, call hospital administration at extension 3001.

In addition, concerns or complaints may be documented using a Casa Colina Complaint Form, which can be provided to you by asking your hospital caregiver. The concern can be submitted to the nursing supervisor and will be directed to the appropriate hospital director and the hospital medical director for review and follow-up. It is our hope that all concerns and complaints can be resolved immediately and satisfactorily.



How to File a Grievance

If you want to file a grievance with Casa Colina Hospital, you may do so by contacting Hospital Administration, Casa Colina Hospital at 255 East Bonita Avenue, P.O. Box 6001, Pomona, CA 91769-6001; 909/596-7733 ext. 2300.

The grievance committee will review each grievance and provide you with a written response within seven days of receipt. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process.

You may also file a complaint with the California Department of Public Health Services regardless of whether you use the hospital's grievance procedure. You may contact the California Department of Public Health Services at 600 Commonwealth Avenue, Room 903, Los Angeles, CA 90005; 800/228-1019.

Written complaints related to the professional competence or professional conduct of a physician, doctor of osteopathy, or doctor of podiatry, should be forwarded to the only authority in the State of California that may take disciplinary action against the provider's license. The applicable State Boards are as follows:

Regarding Physicians or Podiatrists: Medical Board of California, Central Complaint Unit, 2005 Evergreen Street, Suite 1200, Sacramento, CA 95815; 800/633-2322

Regarding Doctors of Osteopathy: Osteopathic Medical Board of California, 1300 National Drive, Suite 150, Sacramento, CA 95834-1991; 916/928-8390

If you have concerns about patient care and safety that cannot be resolved through Casa Colina Hospital, you are encouraged by the hospital to contact the Joint Commission Office of Quality Monitoring either by calling 800/994-6610 or by email at complaint@jointcommission.org.



Supporting Casa Colina

Casa Colina Foundation was established as the fundraising arm of Casa Colina Centers for Rehabilitation to assist the hospital and supportive services in its endeavors to ensure excellent service and care for all patients that come through our doors. Thanks to the generosity and support of donors and volunteers, Casa Colina Foundation raises funds each year that help sustain our various programs, provide free and subsidized care for patients, and support major capital expenditures and equipment upgrades.

If you are interested in supporting Casa Colina Foundation, here is how you can help:

- Make a donation to Casa Colina Foundation
- Become a Sustaining Member of the Frances Eleanor Smith Circle of Giving
- Become a member of the Legacy Leadership Society by making a bequest in your will
- Purchase a personally inscribed commemorative brick or tile for our courtyard pathway through the Casa Colina Buy-A-Brick campaign
- Participate in Casa Colina Foundation special events throughout the year
- Encourage your employer to support Casa Colina Foundation through sponsorship, employee giving or matching gift programs
- Give a gift in memory or in honor of a loved one
- Become a volunteer and donate your time and talents

For more information about supporting Casa Colina, please call ext. 2222 from hospital phones or 909/596-7733, ext. 2222 from outside of the hospital. You may also visit us online at www.casacolina.org/Giving-Support.aspx.



A Reminder about **FALL PREVENTION**

While you are in the hospital, please help us protect you from falling by following these guidelines at all times:

- Keep the call button in reach at **ALL** times
- Get out of bed **SLOWLY** if you have a green or green + wristband
- Orange and blue wristbands mean you **MUST** call your nurse before getting out of bed
- Always wear shoes or non-slip footwear if standing or walking
- Report any spills or obstructions to staff immediately



ALWAYS call nursing staff for assistance with:

- Using the bathroom
- Getting to items beyond your reach
- Feeling dizzy or unsteady



Casa Colina Campus and Freeway Maps

- Indicates designated smoking area. All smoking areas are at least 25 feet from entrances or air intake.
- ▨ Smoking area for hospital staff between the hours of 8 pm - 2 am only.

