



Guide to Inpatient Services



Welcome

Welcome to Casa Colina Hospital For Rehabilitation Medicine (CCHRM). 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 from 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 there is a concern that you have that has not been addressed to your satisfaction, I invite you to call me directly. **My direct 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 when you call.

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, appearing to read "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	Nursing	Ext. 3200
TDD	909/596-3646	Patient Accounting	Ext. 2155
Toll-free	800/926-5462	Housekeeping	Ext. 4001 or "0"
Chief Executive Officer	Ext. 2300	Facilities/Security	Ext. 4000 or "0"
Administrator	Ext. 3000	Hospital Operator	"0"
Inpatient Services	Ext. 3900		

Other Important Phone Numbers:

P.O. Box 6001
255 East Bonita Avenue
Pomona, CA 91769-6001
casacolina.org



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

Everyone who works at Casa Colina is here for one reason: To help you and your family in your recovery and rehabilitation. Your questions, concerns and feelings about your care, treatment, and your stay at Casa Colina are very important to us. This guide is intended to introduce you and your family to CCHRM. However, you will probably have many more questions than can be addressed by this guide. Please let your case manager or a member of your treatment team know if you need more information or have a problem with any aspect of your stay here. He or she will make sure that your concerns are heard and responded to in a timely manner.

During, at discharge, and following your stay at CCHRM, you will have an opportunity to provide us with information regarding your safety and satisfaction with our services as well as with the outcome of your care. Approximately 90 days after discharge, a representative for CCHRM will call you or your family member to ask how you have progressed since you have left our facility. If you do not want to be contacted after discharge, please notify your case manager.



About Casa Colina

CCHRM is one part of Casa Colina Centers for Rehabilitation, a non-profit organization that provides a complete range of inpatient, outpatient, community and residential treatment programs for children and adults who may have been disabled by spinal cord injury, brain injury, stroke, amputation, burns, chronic pain, orthopedic conditions, neurological and neuromuscular disorders, developmental disorders, respiratory / pulmonary conditions, multiple injuries, and other disabling illnesses or injuries.

Frances Eleanor Smith founded Casa Colina in 1936 in Chino, California. As a teenager, Frances Smith was confined to a wheelchair due to polio. She overcame her disability with her own rehabilitation techniques. In order to help others benefit as she did, Smith obtained a hilltop house for the rehabilitation of youngsters with polio. Thus the name “Casa Colina”, which in the Spanish language means “the house on the little hill.” Casa Colina was a unique facility and served children from throughout the United States as well as many other countries.

When the Salk vaccine eradicated polio, Casa Colina evolved to meet the pressing rehabilitation needs of both children and adults disabled by a variety of injury or illness. Casa Colina eventually outgrew its Chino home and in 1960 moved to a new facility in Pomona.

Since its founding more than a half-century ago, Casa Colina has consistently invested time, effort and resources in identifying and meeting the needs of people with disabilities. Casa Colina now stands as a leader in the development and provision of innovative and cost-effective rehabilitation. Casa Colina has grown from one hospital to a network of specialized rehabilitation services in Southern California.

Over the past few years, Casa Colina has continued to expand its medical programs and rehabilitation services. Through a series of renovations and new construction projects, Casa Colina has provided new structures for continuing its mission of meeting the needs of people with a wide range of disabilities. The 2005 opening of the replacement rehabilitation hospital for the one originally built in 1960 brings to Casa Colina patients state-of-the-art equipment in an innovative facility helping to further its goal of being a true center of excellence.

CCHRM is proud to be accredited by The Joint Commission.



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.

While receiving care at CCHRM, 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 CCHRM seek to treat our patients with dignity, fairness, and concern, 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, or if you have a special need, please speak to your case manager. If you still have concerns, call Hospital Administration at extension 3001.

Accommodations

Your 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 CCHRM is based on your admitting diagnosis and bed availability on the day of your admission. You may be moved to other rooms during your stay based on your health status. Nursing personnel will help familiarize you with your room when you arrive.



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 bed's telephone. See your nurse's personal extension posted in your room.

Your Bed

Hospital beds are electrically operated and your nurse will show you how to use it properly. 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 see or 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, CCHRM 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.

Alcohol and Drugs

Alcoholic beverages and unauthorized drugs are strictly forbidden at CCHRM. The unprescribed use of either alcohol or drugs can result in immediate discharge.

Communications, Communication Assistance and Television

Telephones

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



Long distance and toll calls can be made from 7:30 a.m. to 8:00 p.m. by dialing 0. 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 available in the hospital lobby for visitors and guests.

Cellular Phones

Due to the potential risk to patient equipment, CCHRM restricts the use of wireless communication devices. The use of cellular phones by patients and visitors is prohibited in all areas within the CCHRM buildings and courtyards. CCHRM will not assume responsibility or liability for any cell phones brought to the hospital by patients or family members.

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 requires. Please contact your nurse to request interpreting 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 playing television sets softly and turning off your set at bedtime.



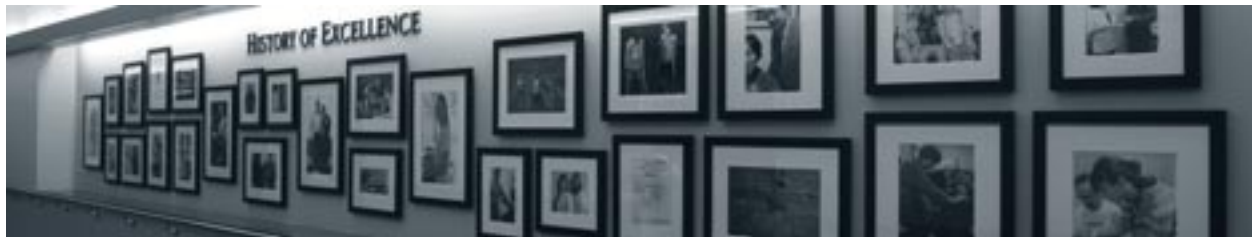
Visiting Hours, Family and Friends

Visiting Hours

At CCHRM, 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 have been scheduled on Monday through Friday from 4 p.m. to 8 p.m. and Saturday and Sunday from 12 noon to 8 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 therapist or assigned nurse to determine when this may be appropriate.

Visiting Practices and Patient Passes

- Visitors may not smoke in patient rooms or anywhere in the hospital or courtyards, except in designated smoking areas.
- Visitors must dress appropriately and must wear shirts and shoes.
- No more than three visitors are allowed at the bedside at one time. Visitors in semi-private rooms should be considerate of both patients. If more than two visitors are visiting and if the patient is able to visit in another area, please utilize the courtyards, patient lounges, cafeteria, or patios. If moving the patient away from the unit, please notify the nursing staff regarding where the patient will be.
- An adult must accompany children under the age of 12 at all times. When possible, children under this age should visit with patients in the public areas of the hospital.
- People with colds, sore throats, or any contagious diseases should not visit patients.
- 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 visit during specified visiting hours only. However, as part of the rehabilitation process, family or significant others may be asked to participate during therapy sessions by the patient's therapist.



- Visitors are asked to utilize infection control precautions by washing hands at the main hospital lobby's designated wash station and additional sites throughout patient care areas.
- 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 have been completed, and a pass order must be given by the physician. Patients going on pass must check out at the Nursing Unit Station prior to departing to inform nursing staff of their departure, and to 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 where you might need a pass.

Gifts for Patients

Visitors should 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, afghans, 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 to not park in reserved areas or certain designated areas. Please be sure to lock your car. To ensure your safety or to 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. CCHRM makes every effort to provide appetizing and nutritious meals that are prepared according to your doctor’s orders.

Patients are served breakfast between 6 a.m. and 8 a.m., lunch between 11 a.m. and 12:30 p.m., and dinner between 5 p.m. and 6 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, the person may go to the cafeteria, purchase a meal there, and take it back to the inpatient area. If the person 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 taking care of the patient. There is a charge for these 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. Check with the cafeteria for weekend hours.

Vending Machines

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



Patient Rights

It is our goal at CCHRM 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’s Rights” that was provided to you at the time of admission.

Patient Responsibilities

The staff at CCHRM 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 medication (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 additional therapies.
- 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.
- Family members and/or caregivers are encouraged to 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 CCHRM, 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 and management of pain
- State-of-the-art pain management

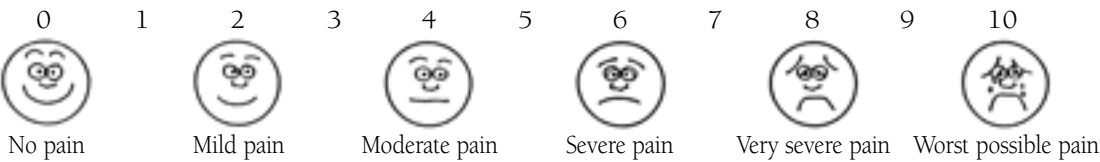
Patient Responsibilities Regarding Pain Management

As a patient at CCHRM, we expect:

- That you ask your doctor or nurse about what to expect about pain and pain management, potential limitations, and side effects of pain treatments
- Discuss pain relief options with your doctor and nurse
- Work with your doctor and nurse to develop a pain management plan
- Ask for pain relief when pain first begins
- Help your provider and nurse assess your pain
- Tell your doctor or nurse if your pain is not relieved
- Tell your doctor or nurse about any worries or concerns you may have about pain and pain management



At CCHRM, 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 your family member is unable to use this scale, an alternative scale is available to identify pain. Please contact your nurse.

Safety and Security

Partnering with Our Patients

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

- S**peak up if you have any questions or concerns and if you don’t understand, ask again.
- P**ay attention to the care you are receiving. Make sure you are getting the right treatments and medications. Don’t assume anything.
- E**ducate yourself about your diagnosis, medical tests, therapies, and treatment plan.
- A**sk a trusted family member or friend to be your advocate if you are unable to ask questions for yourself.
- K**now what medications you take and why you take them. Medication errors are the most common health mistakes.
- U**se a health care organization that has undergone rigorous on-site evaluations by organizations such as Department of Public Health and The Joint Commission.
- P**articipate in the decisions about your therapy and treatments. You are the center of your health care team.

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



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 CCHRM. 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 the equipment or furniture.

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 bedsides, unless preauthorized by their physician per hospital policy.

Electronic Items Brought From Home

Any electronic item brought from home must first be electronically checked for safety by our hospital Facilities Department before they are 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. CCHRM 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, 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 nursing station.

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 CCHRM 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 pair underwear

5 pair socks

1 sweater or light jacket

1 pair gym shoes or sneakers

Nightwear, including a robe

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



Laundry

Personal laundry services are not provided at CCHRM. 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. Please contact your nurse to arrange for these services.

What to Expect From Your Rehabilitation Program

You are about to enter a unique phase of your recovery. Rehabilitation at Casa Colina will be both challenging and rewarding as you begin the initial phase of learning to become 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 love and support of your family, provide the foundation for your success.

The first 12 hours of your stay at Casa Colina is a period of assessment and evaluation by your rehabilitation team. During your first few days you will also meet the physicians and other members of the rehabilitation 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 may include a combination of physical, occupational, and speech, if necessary. Other clinical services, case management, and educational activities will also be provided.



We start early, sometimes even before breakfast! We break for lunch and start working again in the afternoon. 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, of which you 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 help guide 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 rehabilitation 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 to not serve as an attending physician, then an internal medicine or family practice physician will be assigned to you.

Nurse

The rehabilitation nurse works with you and your caregivers to evaluate and treat your responses to the actual and potential health problems arising from your altered functional abilities and functionally altered life style. It is a therapeutic and supportive relationship that is dynamic and constantly changing. Rehabilitation nurses use nursing in collaboration with other members of the interdisciplinary team to achieve your individual rehabilitation goals and a quality outcome for you.



Physical Therapist

The physical therapist will guide and assist you in therapeutic activities and functional training to develop more strength, endurance, flexibility, balance, coordination and locomotion. These areas focus on mobility and transfers. 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 Therapist

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

Case Manager

Your case manager is trained to help coordinate your care plan at CCHRM. The case manager will work with hospital staff in coordinating care, treatment and services including when external resources are identified by the needs of the patient/family. Beginning at the time of admission, your case manager will work with you and your family to implement a discharge plan and facilitate the continuity of care, scheduling and facilitating family conferences, and arrange for appropriate placement when necessary. The case manager will coordinate your care plan as needed with your insurance company. The case manager may also utilize the skills of a social worker to assist in the coordination of your care.

Speech and Language Pathologist

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

Neuropsychologist

Your physician may recommend that you see the neuropsychologist as part of your care plan. The neuropsychologist assists you and your family in the process of adapting emotionally or behaviorally to cognitive and physical disability or issues. The neuropsychologist will help you to develop and use your personal strengths to achieve self-confidence and self-esteem.



Respiratory Therapist

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 Tech/RD Consultant

The registered diet technician and registered dietitian (RD) 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/RD will assist you with ethnic and cultural preferences, as well as prescribed food restrictions.

Other important members of your treatment team include the nursing assistants, therapy assistants, and aides who will work with you throughout your stay. Many others, including those who work “behind the scenes,” are equally concerned about the quality of your care. All staff at CCHRM are in some way members of your treatment team and are committed to doing their very best to help you achieve your goals for recovery.

Team Conferences

Your interdisciplinary team will meet weekly in a collaborative approach to address your goals and the coordination of care, treatment and services necessary to achieve your discharge goals. Weekly team meetings will afford the team the opportunity to review your progress or barriers to progress, the need to modify your plan of care, and will identify both internal and external resources necessary to meet your needs. The team will also work with you to ensure that at discharge appropriate resources are available to you. Your success at CCHRM and in the community at large is our number one priority.

Other Personnel

During your stay, many other healthcare professionals including personnel from the pharmacy, dietary, 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, tell your nurse and it will be taken care of as soon as possible. Volunteers and students also contribute many hours of service at CCHRM. All staff and volunteers can be identified by their name tags. 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 worker all working in coordination to contribute to your well being while you are here.



Patient Education

Patient education is an essential key to your rehabilitation plan. Various members of your rehabilitation team will provide education and training to you and your family specific to your needs. Specific disciplines will provide education in your plan of care for safety, effective use of medications and equipment, nutritional status, pain management, and rehabilitation techniques that will assist you in maximizing your independence. In addition, we offer education programs via your television on channels 19, 20, 21 and 22. Channel 18 will offer a calendar of the day's events including educational programs.

Decisions Regarding Your Healthcare

Advanced 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 Advanced Directive. An Advanced 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. CCHRM complies with California laws and court decisions on Advanced Directives to the extent that it is within the law. If your CCHRM physician cannot, as a matter of conscience, comply with your advance directive, your physician will inform you. CCHRM can assist you with finding another member of the CCHRM 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 advanced 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 you 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. CCHRM has a Bioethics Committee that is comprised of various health care professionals and clergy as appropriate to the concern at hand and 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 having 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 advanced 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 nursing 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 conservatorship 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

State Child Protective Services (CPS)

The CPS is the major system of intervention for child abuse and neglect in California. Existing law provides for services to abused and neglected children and their families. The CPS goal is to keep the child in his/her own home when it is safe, and when the child is at risk, to develop an alternate plan as quickly as possible. CPS services are also available for children who are hospitalized.

When a referral is received, the social service staff obtains facts from the person making the referral to determine if the referral alleges abuse, neglect, or exploitation. The Emergency Response staff determines if a CPS in-person response is indicated. Whenever a report indicates the need for protection, CPS will:



- Accept the case
- Intervene in the crisis
- Assess or identify problems, gather facts, and clarify the problems
- Plan and provide services, set goals, identify resources and time frames
- Document the case
- Complete the case or transfer it to another program

Approximately 12 months of services are provided to children who remain safely in the home while the family receives services. If it is determined that a child cannot remain in the home, even with family preservation and support services, then foster placement is arranged in a family-like setting that is located close to the parent's home, consistent with the best interests of the child.

Up to 18 months of services are provided to children and their families when a child has been removed from the home and the family is making progress toward reunification. When a child cannot be returned to a safe home after services have been delivered, the child must be provided with a family-like living arrangement as soon as possible.

These services are available to children and their families when children are victims of, or at risk of abuse, neglect, exploitation, or parental absence. This includes protection of children who are in a hospital for short or long periods of time.

California law defines child abuse as any of the following:

- A child is physically injured by other than accidental means
- A child is subjected to willful cruelty or unjustifiable punishment
- A child is abused or exploited sexually
- A child is neglected by a parent or caretaker who fails to provide adequate food, clothing, shelter, medical care or supervision

Assistance: If you need help or if a child needs help, call the CPS 24-hour toll-free hotline:

(800) 540-4000

TDD (800) 272-6699



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 CCHRM is:

Patient Name
Room Number
Casa Colina Hospital for Rehabilitative Medicine
255 E. Bonita Ave., 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.

Flower and Delivered Gifts

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

Religious Services

Non-denominational and Catholic religious services are held regularly on a weekly basis. Times and locations for these services are available on the calendar on Channel 18. You may ask your own minister, priest, rabbi, or religious advisor to call on you at any time that you are not scheduled for therapies.

Finances and Billing

Casa Colina's Admissions Department is closely involved with your stay at CCHRM 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: a basic daily rate which includes your room, meals, nursing care, housekeeping, local telephone, and local and educational television; and 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 test 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 Accounting 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 accounts representative.

Services provided by CCHRM are covered by most health insurance and Workmens' Compensation plans. Some services may be eligible for Medicare or Medi-Cal reimbursement. To the extent that funds are available, and per the policy for qualification, the Casa Colina Foundation provides funds for uncompensated care to economically disadvantaged patients.



CCHRM 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 benefit 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 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.

CCHRM 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.



Getting Ready to Leave the Hospital and Preparing for Continuing Rehabilitation

Working with your doctor/rehab 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 CCHRM, 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 rehabilitation 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/significant other in planning the discharge date and time.

At the Time of Discharge

Personal Belongings

Collect all of your personal belongings and double check closets and drawers. Please be sure to leave any equipment belonging to CCHRM in the room. If you have anything stored in the hospital safe, notify your nurse so the item(s) can be obtained for you.



Discharge Instructions

Your doctor, nurse, and case manager will give you instructions about post-hospital care. If you have questions about your diet, activities, or other matters, please be sure to ask.

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. If your doctor gives you prescriptions, please take them to your local pharmacy to have them filled.

Medical Equipment

Your rehabilitation 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.

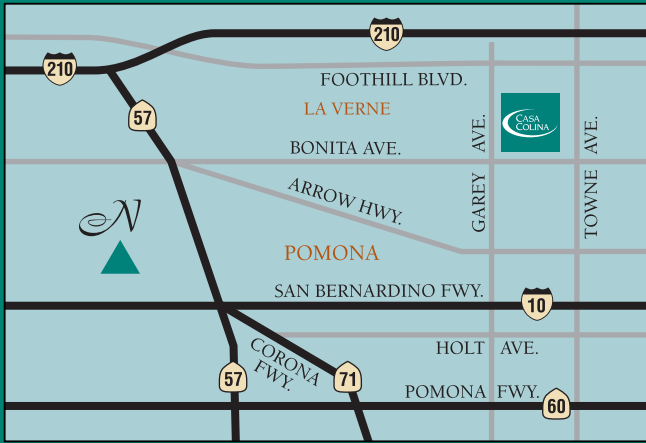
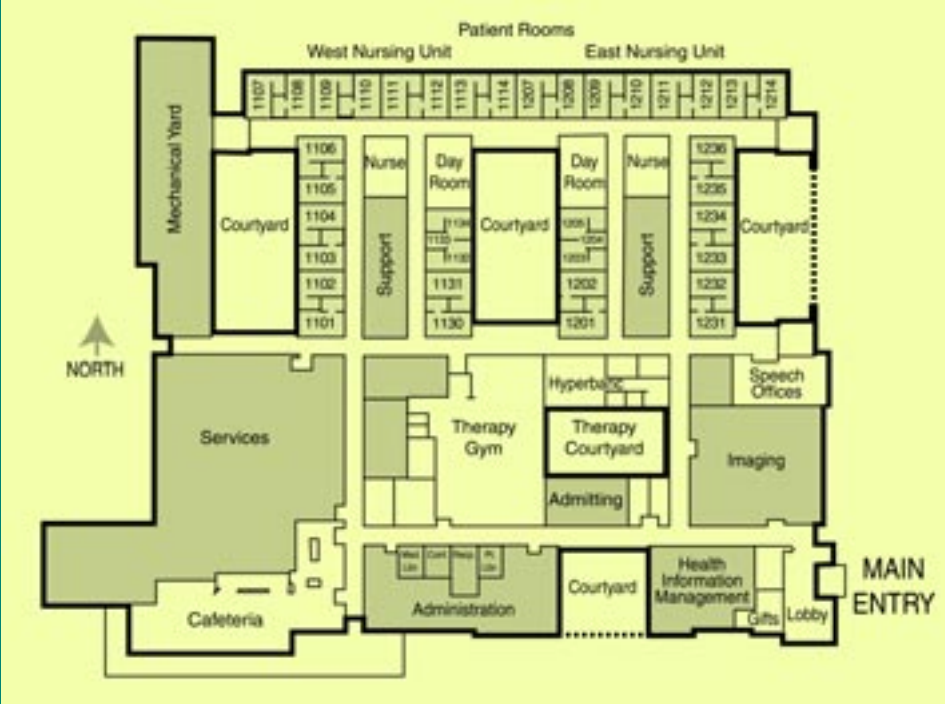
Transportation to Exit

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.

Hospital and Freeway Maps



CENTERS FOR REHABILITATION