



welcome





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Cottage Rehabilitation Hospital provides compassionate, patient-centered medical rehabilitation to empower people with disabilities

As a program of Santa Barbara Cottage Hospital and part of Cottage Health (CH), we are pleased to offer you state-of-the-art facilities, care providers and services.

This handbook serves as a guide to your rehabilitation care. Together with the Cottage Health "Patient & Visitor Information" brochure (if you have not received this, please ask your case manager for a copy), these resources outline the procedures and regulations according to which patient care at Cottage Rehabilitation Hospital (CRH) is provided.

You and your caregivers are the center of the CRH team. We will work closely with you throughout the rehabilitation process. If there is anything we are able to do to enhance your understanding of your condition and your care or to maximize the benefit of the program, please do not hesitate to let us know.

With warm regards,



Arie Dejong
Vice President

TABLE OF CONTENTS

Mission	1
Welcome	1
Admission as an inpatient to CRH	2
Health and Safety Guidelines	3
Programs & Services	10
Inpatient Transdisciplinary Rehabilitation	10
Assistive Technology Center	13
Coast Caregiver Resource Center	13
Keck Center for Outpatient Services	13
The Tuohy Foundation Aquatic Center	13

Admission as an Inpatient to CRH

You are admitted to the CRH inpatient program based on an assessment of your therapy needs and potential to benefit from acute medical rehabilitation. Referral is made by physicians, medical facilities, community and government agencies, insurance companies, and/or case managers. For information, please call CRH Admissions at (805) 687-7444 ext 82317.

Government regulations require that you or your legal representative sign admission, consent to treat, and responsibility papers upon your arrival. All applicable insurance eligibility ID cards should be presented at this time, including Medicare and Medi-Cal. If you have an Advance Directive for Health Care or Durable Power of Attorney, please bring a copy with you.



Health and Safety Guidelines

MOBILITY

Until admission orders are completed, you **MUST** have team member assistance to get in and out of bed and/or walk. When you see your physician, ask for more information about these precautions for your safety.

ELECTRICAL EQUIPMENT

Portable electrical (non-medical) equipment, other than that provided by CRH, is not permitted, with the exception of an electric razor. The electric razor must be inspected by CRH facilities personnel prior to use.

Your admitting nurse will take care of this for you.

Battery operated equipment is permitted for use.

Fire and safety regulations are in place to protect you, visitors, and CRH team members.

FOOD

For the safety of our patients, many of whom have food restrictions or swallowing problems, we ask that all visitors and caregivers follow these important guidelines:

- Visitors may not offer patients anything to eat or drink without first checking with a member of the Nursing team.
- Do not bring food to CRH without permission from the patient's nurse and/or physician. If you do bring food from home or another outside source, please follow these safety precautions:
 - Store and handle perishable foods safely.
 - Bring food only in a covered container.
 - Perishable food must be stored in the refrigerator in the Day Room if not eaten within 30 minutes. It must be in a sealed container, labeled with patient's name, date and time. All perishable food stored in the Day Room refrigerator is discarded after 72 hours.
- Non-perishable snacks, such as pretzels, nuts or candy, may be stored at the patient's bedside, with nurse and/or physician approval, in a sealed, labeled container.
- Do not offer food to any patient other than your own friend or relative.

INFECTION CONTROL

For your safety, we ask that all visitors follow these important precautions:

- Do not come to CRH if you have a fever, cold, flu, diarrhea, or other potentially infectious illness.
- Do not bring children to CRH who have been exposed to chicken pox, measles, rubella, or other contagious diseases.
- Hand washing is proven to prevent the spread of infection.
- Patients, wash your hands before and after each meal and after using the bathroom. Ask a member of the CRH care team for assistance as needed.
- Visitors, wash your hands before and after visiting.
- CRH team members wash their hands or use hand sanitizer before and after providing care. In addition, they use gowns, gloves, and masks when isolation protocols require.

CLOTHING, HYGIENE AND LAUNDRY

Patients at CRH wear loose, comfortable street clothes to make therapy practical and effective. You or your caregiver(s) are responsible for providing your clothing. A minimum of four changes of clothing is recommended. Please mark your name on your clothing. The following items may be helpful during your stay:

- 4 pants, slacks or sweatpants (sweats are easier to pull on)
- 4 shirts/blouses/T-shirts (at least one with short sleeves)
- 1 sweatshirt or sweater
- 6 pairs of underwear and 6 pairs of socks
- 1 pair of tennis shoes or flat, rubber-soled shoes (Velcro closure is best); no sandals
- 1 robe and 1 jacket
- 1 pair of pajamas or nightwear and bedroom slippers
- 1 bathing suit

Caregivers are asked to take care of your personal laundry. If this presents a problem, speak to your case manager or to the unit coordinator at the Communication Center closest to your room. You are welcome to use your own personal hygiene and toiletry items to contribute to your comfort.

ACCOMMODATIONS

Caregivers from out of town may wish to stay at a nearby motel. Special rates are available in some accommodations for caregivers of CH patients. This information is available from your case manager and the CRH receptionist.

PARKING

You are encouraged to use the free valet parking at CRH's front entrance on De la Vina Street from 9:00 a.m. to 5:00 p.m., Monday through Friday. Tipping is not expected. Street parking is unrestricted with the exception of street cleaning restrictions on Wednesday and Thursday afternoons. Please note the signs for the day and hours, depending on the side of the street.

SMOKING, ALCOHOL AND DRUGS

CRH's building and grounds are a smoke-free environment. Unauthorized use of non-prescribed drugs or alcohol is prohibited and may result in a patient's immediate discharge or suspension of visiting privileges.

LEISURE TIME

Recreation and leisure programs occur on some evenings and weekends. Patients are welcome to include caregivers and friends in these activities. Information about these programs is posted on the Activity Calendar on the patient bulletin board in Side 1 hallway.

There is an interactive television at each patient bed as well as a large-screen TV in the Day Room. You may bring your own battery operated radio, CDs and player. Remember, however, that CRH does not assume liability for the loss of, or damage, to these items. Books, magazines, and a daily newspaper are available in the Day Room. Games, cards and puzzles may be checked out. You are welcome to bring your own laptop and iPad. CRH has free public wireless network.

VALUABLES

CRH does not assume liability for loss or damage of personal items. Please leave cash and valuables at home, and bring only necessary items with you.

SNACKS AND VISITORS' MEALS

Vending machines located on CRH's Lower Level offer refrigerated food, snacks, beverages, and candy. Restaurants are nearby, including Santa Barbara Cottage Hospital's cafeteria and café, one block away. A list of area restaurants is available from the CRH receptionist in the Lobby.

PATIENT AND CAREGIVER RESOURCE ROOM

The Resource Room is open 24/7 to provide patients and caregivers information on the health issues pertinent to their condition and care. Resources include computer access to national and professional associations, DVDs, books, and periodicals.

SCHOOLWORK

For patients in elementary grades through high school, a tutor is made available through the local school system as determined appropriate by the treatment team and depending upon your length of stay. School and study time is scheduled to work with your therapy schedule. Ask your case manager for assistance in meeting this need.

In addition, you have access to all of CH's online resources from your bedside television or the internet from which you may research relevant rehabilitation and other health-related topics.

The Sage Medical Library at Santa Barbara Cottage Hospital is available to serve you. For more information see the CH Patient & Visitor Information brochure or contact your case manager.

SPIRITUAL COMFORT

Cottage Rehabilitation Hospital is committed to meeting your spiritual needs during your CRH stay. Please advise your nurse, case manager or

physician of your specific spiritual requests. Members of the clergy may visit you during non-treatment hours and are available to call.

TELEPHONES

Telephones are located at each bedside and may be used to make local calls and receive incoming calls. There is a pay phone located in the CRH Lobby. We ask you to limit telephone calls, both incoming and outgoing, between the hours of 7:00 a.m. and 4:00 p.m., to avoid interference with your treatment schedule. If you anticipate the need to make long distance calls, dial "9" and "0." The phone company operator will process your call. Cell phones may not be used during therapy or in the Therapy Gym. This is a firm rule as phone conversations are disruptive to your therapy and to others in the gym.

SAFETY AND SECURITY

For entry into CRH, please use the front Lobby on De la Vina Street. Visitors (family/caregivers/friends) to CRH must check-in with the receptionist in the Lobby. You will receive a visitor pass, which must be worn at all times while at CRH. Please use all clearly marked exit doors

to leave CRH with the exception of the 2nd floor West door located between the two inpatient units. For additional security, this door has restricted access into and out of the building (with the exception of emergencies). During an emergency, please use any clearly marked exit door.

VISITING GUIDELINES

Visiting hours are from 9:00 a.m. to 9:00 p.m., including

weekends. The Lobby doors and all other doors are locked at 8:00 p.m. Visitors are only admitted into CRH prior to 8:00 p.m.

The team at CRH encourages families and friends to visit their loved ones and to attend and participate in therapy sessions. While visiting is welcome, attendance at scheduled therapy or treatment activities requires prior approval from the patient's nurse, therapist or physician.

We respectfully request that patients, family/caregivers, and visitors not use cell phones during patient care, in the Therapy Gym or offices.

Visitors under the age of 14 must be supervised at all times by a responsible adult. Under no circumstances may this responsible adult be the patient or a CRH employee.

To assist in patient safety, we request your assistance with the following:

1. Do not come to CRH to visit if you have potentially infectious illness.
2. Do not bring children to the facility who have been exposed to contagious diseases.
3. Be aware of posted isolation signs; and, before visiting, check with Nursing for proper infection control procedures to follow.
4. Please do not offer patients anything to eat or drink without first checking with a member of the Nursing team. The patient may have swallowing difficulties and/or food restrictions.

MAIL

US mail is delivered to your room. Outgoing US mail, with postage affixed, may be left at the Reception Desk in the CRH Lobby. Mail may be addressed to you as follows:

(Your Name), Patient
Cottage Rehabilitation Hospital
2415 De la Vina Street
Santa Barbara, CA 93105

GUIDELINES FOR OVERNIGHT VISITORS

If it is determined to be in your best interest, your family member/friend may be requested and/or permitted to stay overnight.

If this is the case, the physician writes an order and the patient's case manager communicates with you.

Guidelines for overnight stays:

1. The primary responsibility of the Nursing team is caring for patients.
2. During the evening and night hours please stay in the Day Room/Patio Area, your family member's room or the vending machine area on the Lower Level. Other areas of CRH are restricted.
3. Visitor restrooms are available for your use. Nursing will direct you to these facilities.
4. CRH does not have shower facilities for visitors. Visitors may not use patient showers.
5. Meal service for visitors is not available at CRH. The CRH receptionist has a map of local restaurants, including Santa Barbara Cottage Hospital facilities. Vending machines are located on the Lower Level to the south of the elevator.
6. Only one patient family member or designated friend may stay overnight at a time.
7. A pay phone is available for visitor use in the CRH Lobby.
8. Overnight stay arrangements are reviewed on an ongoing basis to ensure that it is the most helpful situation for the patient.

BILLING

Insurance verification is conducted prior to your CRH admission. Your bill includes room, dietary services, 24-hour nursing care, therapy treatments, and medical supplies needed for your care. For further detail, speak with your case manager. Physician charges do not appear on your CRH bill. Physicians bill separately for their services.

PET VISITATION

Dogs and cats are often a great source of comfort and therapy for their owners. No other pets are allowed in CRH without special permission from the Vice President. The following requirements provide for safe and enjoyable pet visitation:

- A written physician's order authorizing a pet visit must be in the patient's current medical record.
- Only one dog or one cat per visit.
- All dogs and cats must enter through the CRH Lobby only.
- Every dog or cat must wear an identification tag:
Orange = Pet
Green = Service animal
CH Therapy Dog Vest = Therapy Dog
- Pets are **only** allowed in a patient's private room or on one of the CRH patios with prior approval and availability.
- Dogs must be on leash at all times. Cats must be in a carrier.
- A Pet Pass must be completed and carried with the handler at all times. The Pet Pass is available from the CRH receptionist. Evidence of current vaccinations is required to receive a Pet Pass.
- Both handler and pet must abide by CRH guidelines.
- CRH reserves the right to revoke privileges of a Pet Pass at any time.

TIPS FOR SAFE & EFFECTIVE CRH SERVICES

You have the benefit of an experienced and knowledgeable professional team of nurses, therapists and physicians planning and providing your care at CRH. In addition to the Patients Rights and Responsibilities outlined in the CH Patient & Visitor Information brochure, we encourage you to:

- Know who is in charge of your care.
- Identify your nurses, therapists and physicians by nametag.
- Identify your medications. If your daily medications look different, ask your nurses, therapists and physicians about the difference.
- Speak Up. Let us hear your questions or concerns. We want to meet your needs in every way possible. (See page 11 of the CH Patient & Visitor Information brochure.)

Programs and Services

INPATIENT TRANSDISCIPLINARY REHABILITATION

On the day of admission you are assessed by an internal medicine specialist and a physician who specializes in physical medicine and rehabilitation, known as a physiatrist. Your rehabilitation nurse performs an initial assessment to establish a plan of care. Within the first two days, your case manager meets with you to complete an intake assessment and review our education manual, the REHABILITATION ROADMAP, which you received from the CRH Admissions Coordinator.

Your therapies are scheduled to meet your needs and facilitate your progress. Your treatment team meets regularly to discuss your plan of care. As part of the team, you are encouraged to discuss your goals with the team members. You will receive reports from your case manager regarding your progress. Each team member has a vital role to play in helping you reach your goals.

Your rehabilitation program includes a minimum of three hours a day of Occupational Therapy, Physical Therapy, and/or Speech-Language Therapy, five of seven days a week. Treatment on Saturdays depends upon the amount of therapy received Monday – Friday, physician orders, and specific criteria for achieving goals. Sunday is a day of rest - therapy is not scheduled.

Your Bedside Care Board has current information from your rehabilitation team. This is important information including your estimated discharge date, your rehabilitation plan, and appointments. The names of the nurse, patient care tech for each shift, physician, case manager and other care team members are written on the Bedside Care Board.

CASE MANAGEMENT. Your case manager serves as the primary spokesperson for the rehabilitation team, providing progress information to you and your family, as well as to referring physicians and insurers, as appropriate. The case manager assists you and your family in understanding the adjustment process related to your diagnosis and any new social and economic changes you may be experiencing. Case managers assist in discharge planning and arrange for appropriate follow-up services upon discharge. Your case manager will also schedule appropriate family training. Please do not hesitate to ask your case manager questions.

NUTRITIONAL SERVICES. CRH nutrition team members strive to provide you with meals that are nutritionally balanced and appetizing. The Registered Dietitian (RD) works with your physician, Nursing, and Speech-Language Pathology to create a nutrition care plan customized to meet your specific needs. The following services include a meal plan for swallowing difficulty and Diabetes or weight management. The RD routinely monitors your nutritional status and progress, collaborating with other team members, to adjust your care plan as needed. Nutrition education is provided for patients and caregivers as needed and/or requested.

OCCUPATIONAL THERAPY. Your occupational therapist evaluates and plans your individual program to help you reach your maximum level of independence in activities of daily living such as eating, dressing, grooming, bathing, toileting, kitchen tasks, home living skills, and driving. Occupational therapists work with you on motor coordination and strength to help with such tasks as buttoning, tying shoes, and writing. They may assist you with cognitive/perceptual retraining which includes attention, memory, problem solving, organization, and visual perception activities. Your occupational therapist also helps you select adaptive equipment and devices you may need to make activities easier.

PHYSICAL THERAPY. A detailed evaluation of your functional abilities is performed by your physical therapist who works with you in the areas of bed and wheelchair mobility and walking, when appropriate. Goals and a treatment program are developed on the basis of the evaluation. Your program may include mobility training, ambulation training, exercise, and use of modalities such as hot packs, ice and ultrasound.

PHYSICIANS SERVICES. Your admitting physician with training and experience in the field of physical medicine and rehabilitation directs your care. In addition, an internal medicine physician assess your medical needs. When appropriate, consultations in other medical specialties are obtained. Your referring primary care physician, who is kept informed of your progress at CRH, continues your care after discharge.

PSYCHOLOGY/NEUROPSYCHOLOGY. Psychologists help individuals face challenges that catastrophic illness and injury pose for patients

and families. In cooperation with your other team members, psychologists may be involved in your care to help you and your family regain the sense of mastery, which is central to a successful rehabilitation outcome.

The psychologist may employ formal or informal testing to help you and other therapy team members better understand some of the changes in thinking and coping skills that may have occurred because of illness or injury. They may also assist you in thinking through various lifestyle changes as a result of disability.

RECREATION THERAPY. Individualized leisure counseling and activities may be provided by a recreation therapist to incorporate and reinforce skills learned from your other therapies. You are helped to adapt or modify previous leisure activities and find new ones that you enjoy. The focus of therapeutic recreation is to help you return to the community with as independent and healthy a lifestyle as possible.

REHABILITATION NURSING. Your rehabilitation nurses encourage you to do as much as you can for yourself from the very beginning of your stay. They provide 24-hour acute nursing care, closely monitor your medical and functional status, and teach you how to prevent or manage other problems associated with your condition. Many CRH nurses are certified in the specialty of Rehabilitation Nursing (CRRN). They are trained to reinforce and encourage use of the skills learned in your therapy sessions and share medical information relevant to your progress with other team members.



SPEECH-LANGUAGE PATHOLOGY. If you experience communication or swallowing problems as a result of your illness or injury, a speech-language pathologist will work with you. His or her aim is to improve speech, comprehension, thinking, memory, and reading and writing skills with special emphasis on social communication. Swallowing problems are carefully assessed and treated.

ASSISTIVE TECHNOLOGY CENTER

Assistive Technology Center (ATC) offers individuals with physical and/or cognitive impairments access to devices, which support maximum function and quality of life in their homes, at work and in the community. Highly trained and experienced therapists use a wide variety of state-of-the-art equipment to assess patients. The therapist works closely with the patient and vendors to facilitate informed decisions when choosing devices that work best for each individual.

COAST CAREGIVER RESOURCE CENTER

Coast Caregiver Resource Center (CCRC), is a program of CRH. CCRC's goal is to provide family caregivers with meaningful information, referral, support, and services to help them provide competent care to their loved ones at home for as long as possible while reducing the stress that often accompanies long-term care giving. Eligible caregivers include those caring for an older adult or any adult with brain impairment/cognitive disorder.

Services may include respite care, counseling, illness or injury specific information, support groups and long-term care planning, problem-solving consultations, educational programs and caregiver retreats. Services are provided in Santa Barbara, Ventura, and San Luis Obispo counties under funding from the California Department of Health Care Services, the Area Agency on Aging, Cottage Rehabilitation Hospital Foundation and other community foundations. Most services are free or with a small share of cost. For more information, contact CCRC at (805) 569-8950 ext. 1.

KECK CENTER FOR OUTPATIENT SERVICES

Keck Center for Outpatient Services is a component of Cottage Rehabilitation Hospital's continuum of care. Neuropsychology, Occupational Therapy, Physical Therapy, Psychology, Recreation Therapy and Speech-Language Pathology services are provided on an outpatient basis. Within these disciplines, Keck Center offers specialty services such as Adaptive Driving, Counseling, Neuropsychological Evaluations, Pelvic Floor Therapy, Vision Therapy, and Wheelchair Seating.

THE TUOHY FOUNDATION AQUATIC CENTER

The Tuohy Foundation Aquatic Center located on the CRH campus, offers a robust schedule of classes and programs for inpatients, Keck Center patients, and community members. The pool is 26' x 29' with depth varies from 3'6" to 6'6" deep. Heated to a therapeutic 92 degrees, the pool is accessible by stairs, a swim lift or a tier transfer bench. Changing rooms and showers are wheelchair accessible.

Contact Phone Numbers and Extensions

Main CRH Number (805) 687-7444

(Give CRH Receptionist extension or patient room or name)

Auto Attendant (805) 569-8999, extension

(Bypasses CRH Receptionist)

CRH Administration (805) 569-8999, ext. 82204

Admission – Inpatient (805) 569-8999, ext. 82317

Nursing (805) 569-8999, ext. 82162

Keck Center for Outpatient Services (805) 569-8900

The Tuohy Foundation Aquatic Center (805) 569-8999, ext. 82552

Patient Room (805) 687-7444

(Give room number to CRH Receptionist)

Cottage Rehabilitation Hospital Foundation (805) 569-8999, ext. 82143

ACCREDITATIONS

Cottage Rehabilitation Hospital (CRH) is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in Brain Injury Specialty Programs, Comprehensive Integrated Inpatient Rehabilitation Programs and Stroke Specialty Programs. The Joint Commission accredits CRH as a program of Santa Barbara Cottage Hospital.

Serving Santa Barbara, Ventura and San Luis Obispo counties for over 60 years, CRH is the Central Coast's premier provider of medical rehabilitation services. CRH serves people with neurological and musculoskeletal dysfunction, chronic pain and other complex medical conditions. CRH is recognized for its quality of compassionate care.

2415 De la Vina, Santa Barbara, CA 93105
805.687.7444 | cottagehealth.org/rehab

