

DHR Health
Rehabilitation Hospital

For You. For Life.

Patient Handbook

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DHR Health Rehabilitation Hospital is the only CARF Accredited Inpatient Rehabilitation Program in Edinburg. Our facility is the only Inpatient Rehabilitation Hospital in South Texas that has CARF Accredited Programs in Stroke, Amputee, Brain Injury and Spinal Cord Injury.

We have a state-of-the-art facility with 38 patient rooms, and gymnasiums which are fully equipped and allow us to individualize your care. Our team of professionals are dedicated to providing caring and comprehensive rehabilitation to help you or your family member to return to the highest possible level of independence and functioning. Therapy is given in a safe hospital environment with care being provided daily by physicians, nurses, and therapists specifically trained in rehabilitation. The rehabilitation team members will be your partners, guiding you throughout your journey to recovery. Our mission is to help you recognize your potential as well as achieve your personal goals. We are here to make your stay at DHR Health Rehabilitation Hospital as comfortable and pleasant as possible.

If any of our administrative staff may be of any assistance to you during your stay, or after you are discharged, please feel free to contact us.



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DHR Health
Rehabilitation Hospital



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Maritza R. Padilla, MHA, BSN, RN
EVP, Chief of Staff
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Chief Operations Officer
(Non-Clinical)



Jacklyn S. Sanchez, BSN, RN
Director of Rehabilitation
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Nathan Dunn, PT, DPT, C/NDT
Director of Rehabilitation
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PROGRAM OVERVIEW

DHR Health Rehabilitation Hospital is a CARF- accredited inpatient rehabilitation program. That means that the program conforms to nationally recognized service standards. A CARF-accredited program assures you that the rehabilitation program has made a commitment to continually enhancing the quality of the service we provide to you.

Inpatient rehabilitation is aimed at improving functional status to individuals with disabling conditions due to injury or illness. Our rehabilitation program consists of a combination of physical therapy, occupational therapy, and speech therapy for a total of 3 hours per day, 5 to 7 days per week. A modified treatment schedule is made available on an individual basis as needed.

Rehabilitation involves:

- A comprehensive evaluation of the patient's unique needs and abilities
- An individualized treatment plan
- Active participation by the patient and family, as well as the health care professionals
- Patient and family education related to patient's goals and diagnosis

DHR Health Rehabilitation Hospital open twenty-four (24) hours a day, seven (7) days a week and specializes in the treatment of:

- Stroke
- Spinal Cord Injury
- Neurologic Disorders including: Multiple Sclerosis, Motor Neuron Diseases, Muscular Dystrophy, Guillain-Barre Syndrome and Parkinson's
- Traumatic and Non-Traumatic Brain Injury
- Amputations
- Major Multiple Trauma
- Femur Fractures
- Hip & Knee Joint Replacements
- Polyarthritis including Rheumatoid Arthritis
- Severe Debilitating Conditions
- Coronary Bypass Graft (Open Heart Surgery)

OUR MISSION STATEMENT

The mission of DHR Health Rehabilitation Hospital is to provide comprehensive rehabilitation programs of the highest quality in order to improve the functional independence of those we serve.

This mission is accomplished by adhering to the following program values:

- Providing a program that recognizes the individual and adjust to their needs.
- Maintaining a professional staff that is competent in providing quality rehabilitation programs
- Serving the people of our region by partnering with other community services to offer continuity of care.
- Providing a fiscally sound program by utilizing a system of internal reviews to continually improve the quality of services we provide.
- Highly valuing the input from those we serve to ensure our program reflects the changing needs of those we serve.



The Admission Criteria for our program includes:

A. Patients admitted to the program range in age from adolescents at least 13 years of age to Adults of all ages.
B. Patient must have the ability to tolerate three hours (3) of therapy per day, five days a week in at least two of the following areas:
    1. Physical Therapy
    2. Occupational Therapy
    3. Speech Therapy

C. A need for medical supervision by a Physiatrist (Physician with specialty in Physical Medicine and Rehabilitation). 24 hour physician availability for medical management by Internist, Hospitalist.
D. A need for 24-hour nursing care by trained rehabilitation nursing staff.
E. Willingness from patient and or family members to participate in the rehabilitation program.
F. An identified discharge placement plan prior to admission.
G. Medical/Surgical stability with appropriate clearance from the referring physician prior to admission.

The following is a summary of your patient bill of rights. A complete copy of the bill of rights will be given to you upon admission. If you have any questions or concerns, please seek clarification from the Rehab Administrative Team at (956) 362-3550 or contact the DHR Health Legal Department at (956) 362-7363.

Advance Directives

Every competent patient, 18 years or older, has the right, under federal and state law, to make their own health care decisions, including the right to decide what medical care or treatment to accept, reject or discontinue. There may be times, however, when a patient cannot make their wishes known to their doctor or health care provider. Therefore, patients may execute advance directives to outline what their wishes are about the medical care that they do or do not want to receive. An advance directive is a legal document that tells your family, friends, and health care professionals the type and form of care that you would like to have in the event that you become physically or mentally unable to make such medical decisions yourself. If you wish to complete an advance directive or request additional information, please contact our case manager.

Confidential Information

The DHR Health Rehabilitation Hospital recognizes that health information about you is personal, and we are committed to protecting the privacy of your information. As a patient at DHR, the care and treatment that you receive is recorded in a medical record. So that we can meet your medical needs, we must share your health information with the health care providers involved in your care. We share your information only to the extent necessary to collect payment for the services we provide you, to conduct our business operations, and to comply with the laws that govern the health care industry. We will not use or disclose your information for any other purpose without your permission. We have a responsibility to safeguard the privacy and integrity of our patient records.

To obtain information about how to request a copy of your medical records, receive an accounting of disclosures, or request an amendment to your health information, please contact our Medical Records Department at (956) 362-3451 or by fax at (956) 362-3450 .

Health Care Decisions

As part of your admission, documentation of your wishes regarding advance directives will occur. Patients and their families should actively share in and approve of healthcare decisions, including withholding of resuscitative efforts, and to be committed to your right to self-determination. The decision to issue a “NO CODE/ DO NOT RESUSCITATE (DNR)” order is ultimately the decision of the physician who may be requested by your declaration through a living will or medical durable power of attorney, or by consensual agreement with the patient, family or guardian.

Ethics

It is the policy of DHR Health to support and educate patients, their families, physicians, and staff regarding the delicate and complex ethical decision-making process encountered in contemporary health care. For this reason, a multi-disciplinary Ethics Committee is maintained at our facility.

DHR Health Rehabilitation Hospital has an active Ethics Committee that is prepared to address allegations of unethical conduct, should they arise.

For more information regarding the Ethics Committee or to request a consultation, please contact our Medical Staff office at (956) 362-7161.

Equal Treatment

All patients at DHR Health are given impartial access to treatment regardless of race, creed, religion, color, national origin, language, sex, age, disability, marital status, sexual orientation, or source of payment. You are entitled to respectful care at all times, regardless of circumstances.

Personal Belongings

You have the right to wear appropriate personal clothing and religious items as long as they do not interfere with diagnostic procedures or treatment. However, DHR Health is not responsible for valuable items or for replacing any items if they are lost or stolen. It is highly recommended that family take all items home.

Privacy

Case discussions, consultations, examinations and treatments are confidential. While we encourage you to communicate with all appropriate hospital personnel regarding your care, please contact your nurse if you have any questions about verbal privacy. You need not discuss private health information with persons not directly involved with your care.

Grievance Policy

A verbal or written complaint (grievance) that is made to DHR Health or any DHR Health employee by a patients or a patient's representative will be documented per DHR Health policy. These complaints may be in regards to patient care, abuse/neglect issues, any suspected violation of CMS Hospital Conditions of Participation (COP's) or any Medicare beneficiary billing issue. All grievances received will be addressed and resolved as quickly as possible. You may request a copy of the complete grievance policy from any staff member.

Notice of Patient Complaint and Grievance Process

It is DHR Health's policy to provide an effective and timely process for all patients, family members and visitors to voice concerns, complaints or grievances. Your comfort, satisfaction and safety are very important to us and we hope to meet all of your needs while at our facility. However, if you or your family members have concerns please let us know immediately and we will do our best to resolve it as quickly as possible.

Who to contact:
Every employee of DHR Health is an advocate for your safety and satisfaction. Contact any one of our staff members, your nurse, or the Rehabs Director at any time about your concerns. They will do their best to resolve the issue. If they can not, they will refer the matter to our Guest Relations Department, who will work with you on a resolution. If you wish, you can contact our Guest Relations Department directly at (956) 362-7275. If the Guest Relations Department or the Rehab Directors cannot resolve your complaint, Administration will be notified and asked to assist in resolving the issue.

We encourage you to immediately address all concerns with us so that we may promptly resolve the matter; however, you also have the right to contact our regulators and accreditors directly. Our hospital is licensed by the Texas Department of State Health Services (TDSHS), who also represents the federal agency responsible for our Medicare and Medicaid certification. You can contact TDSHS at:

Health Facility Compliance Group (MC 1979) Texas Department of State Health Services (TDSHS) PO Box 149347, Austin, Texas 78714-9347 • 1-888-973-0022

This hospital is also accredited by The Joint Commission and Commission on Accreditation of Rehabilitation Facilities (CARF). You can contact them at:

The Joint Commission
One Renaissance Boulevard, Oakbrook Terrace, IL 60181• 1-800-994-6610

CARF Headquarters
6951 East Southpoint Road, Tucson, AZ 85756 • (888) 281-6531W

If you wish to speak personally with the Directors of Rehab Services, they can be contacted as follows:

Nathan Dunn, PT, DPT, NDT
Director of Rehabilitation
Therapy Services
(956) 362- 6611

Jacklyn S. Sanchez, BSN, RN
Director of Rehabilitation
Nursing Services
(956) 362-6645



DHR Health (DHR) believes that the protection and support of the basic human rights of freedom of expression, decision and action are important to the healing and well-being of our patients. Therefore, we strive to treat our patients with respect and dignity. In order to provide quality healthcare to our patients and their families, DHR maintains that our patients have the following rights:

1. Become informed of your rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive information should he/she so desire.
2. Receive care and services without regard to race, color, sex, sexual orientation, marital status, national origin, cultural, economic, educational or religious background or the source of payment for care.
3. Considerate respectful care, provided in a safe environment, free from all forms of abuse or harassment.
4. Care that includes consideration of the psychosocial, spiritual, and cultural variables that influence perceptions of illness.
5. Participate in ethical questions that arise in the course of his or her care, including issues of conflict resolutions, withholding, resuscitation services, and forgoing or withdrawal of life sustaining treatment.
6. Care that optimizes the comfort and dignity for the patient including, treatment as desired by the patient or surrogate decision maker, effectively managing pain, and acknowledging the psychosocial and spiritual concerns of the patient and family.
7. Appropriate assessment and management of pain.
8. Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and health care providers who will see him/her.
9. Receive as much information about any proposed treatment or procedure as needed in order to give informed consent or to refuse the course of treatment.

Except in emergencies, this information shall include a description of the procedure/treatment, the medically significant risks involved in the treatment, an alternate course of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.

10. Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion discipline, convenience or retaliation by staff.
11. Have a family member or representative and physician notified promptly of his/her admission to the hospital, if requested.
12. Together with their families, when appropriate, participate in the development and implementation of his/her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
13. Formulate advanced directives regarding his or her healthcare, and have hospital staff and practitioners who provide care in the hospital comply with these directives to the extent permitted by law.
14. The provision of care that is not conditioned on the existence of an advance directive.
15. Be advised of the hospital grievance process, should he/she wish to communicate a concern regarding the quality of care he/she receives. (See page 7)
16. Security, personal privacy and confidentiality of information within the limits of the law.
17. Access to information contained in the patient's medical record, within the limits of the law. (Usually 15 days after discharge as per state law guidelines).
18. Request amendment to and receive an accounting of disclosures regarding his or her health information.
19. Leave the hospital, even against the advice of his/her physician.
20. Examine and receive an explanation of his/her bill regardless of source of income.
21. Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the hospital.
22. Know which hospital rules apply to his/her conduct while a patient.
23. Have a surrogate decision maker identified if he/she is unable to make decisions about care, treatment or services.

24. Involve the family in care, treatment and services with permission from the patient or surrogate decision maker.
25. Delineate these rights, to the extent of the law, to the patient's guardian, next of kin, or legally authorized responsible person if the patient:

    - » Has been adjudicated incompetent in accordance with the law;
    - » Is found by his or her physician to be medically incapable of
    - » understanding the proposed treatment or procedure;
    - » If unable to communicate his or her wishes regarding treatments; or
    - » Is a minor.



PATIENT RESPONSIBILITIES

All patients have the following responsibilities with regard to their care at the DHR Health Rehabilitation Hospital:

1. To provide the facility to the best of their knowledge, with an accurate and complete medical history about present complaints, past illnesses, hospitalizations, surgeries, medications, and other pertinent matters relating to his/her health.
2. To report perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
3. To follow the treatment plan recommended by the physician, including the instructions of nurses and other healthcare professionals as they carry out the physician's orders.
4. To accept consequences of their actions if they do no follow the care, service or treatment plan.
5. To ask questions if they do not understand the information or instructions given to them by the doctor or their health care team member.
6. To keep appointments and for notifying the hospital or physician when he/she is unable to do so.
7. To demonstrate behavior that shows respect and consideration for other patients and their personal property.
8. For assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
9. For being considerate of the rights of other patients and hospital personnel.
10. For the disposition of their valuables prior to admission, as the facility does not assume this responsibility unless prior arrangements are made in accordance with hospital policy.

Your safety is our priority at DHR Health Rehabilitation Hospital. The following protocols are in place to ensure your safety while at our facility.

1. We are a smoke free facility.

2. Fall Prevention program:
    - Patient and family education that will include verbal and visual aids.
    - Utilization of bed and chair alarms
    - Strategic location of nursing for closer supervision
    - Hourly rounding by Nursing staff

3. Notify the staff if you do not feel well. Staff is available 24/7 to assist with all of your needs.

4. Follow all instructions regarding your mobility. If you require assistance getting in out of bed, please do not attempt to do this by yourself. Always request assistance until you have been advanced to an independent level by your physical therapist.

5. Alcoholic beverages, recreation drugs, and non-prescribed medications are not allowed at any point during your stay at our facility.



Physiatrist
Physician with a specialty in Physical medicine and Rehabilitation (PM & R). As part of their medical specialty they promote the healing and rehabilitation of patients who have suffered injury or disability. They are dedicated to helping people with physical disabilities achieve their highest level of independence and functioning. The Physiatrist leads the team of nurses and therapists in providing the most appropriate level of care for you. Together with your rehab team the physiatrist will design an individualized treatment plan with goals that focus on your unique needs and preferences. During your stay we will hold weekly team conferences with the interdisciplinary team to continue to monitor your progress. We strongly encourage the patient and family to attend either in person or remotely to enhance your involvement in your care. Together we will work with you in reaching your highest potential throughout your journey to recovery!



Julian Velez, MD, FAAPMR



Francisco Sesatty, MD, FAAPMR



Michael Leonard, MD



Nashin Manohar, MD



Enrique W. Linan, MD

Our Rehab Therapy team is committed to your recovery. We strive to provide compassionate, skilled care that will improve your quality of life. This is accomplished by providing you with necessary skills that will restore your physical function allowing you to return to your daily life and routine. We will work with you and your family to identify your specific needs and goals, discuss progress, and create an individual treatment plan focused on restoring and maximizing ability.

Nursing Staff

Rehabilitation nurses make a significant impact on their patient's lives. They possess the specialized knowledge and clinical skills necessary to provide twenty-four-hour care for people with a physical disability and chronic illness. They coordinate nursing interventions and treatments in collaboration with interdisciplinary team members to achieve patient set goals. Our rehab nursing staff reinforces skills to foster independence while providing a safe and therapeutic environment that promotes the patient's return of function and preventing complications. Our nurses are valuable team members and excellent resources in providing education to the patient and family members to prevent complications, optimize health and self-care skills, and a safe transition to the home setting.

Physical Therapist

Our Physical Therapists are focused on helping you regain your mobility. They apply evidence-based techniques, advanced technologies, and a hands-on approach to personalize the treatment. They utilize patient's strengths and interests to build on their weaknesses and functional limitations.

Physical therapists will instruct on safe and correct use of mobility devices (walkers, canes, braces and artificial limbs), safe transfers from the bed to a chair or toilet as well as using stairs and a wheelchair if applicable. Physical therapists also work with patients to decrease pain and improve strength, endurance, balance and range of motion. The goal is to optimize muscle control, balance, flexibility and mobility as well as build strength and endurance for each patient.

Occupational Therapist

Our Occupational Therapists focus on helping individuals develop the necessary skills to return to their daily lives and routines. The OT's will assess the patient's current abilities to develop a treatment plan and goals in Activities of Daily Living (ADL's) self-care such as self-feeding, grooming, dressing, and toileting. OT's also assist patients with hand and arm exercises that promote fine-motor skill development and strengthening. Part of the plan may include problem solving the patient's work-related tasks, leisure activities, and hobbies. Home safety evaluations as well as expert training for families and caregivers is utilized to help ensure maximum safety and functionality as a patient transitions from the rehabilitation setting to the community, home, or the next level of care.

Speech-Language Pathologist

Our Speech-Language Pathologists are dedicated to produce optimal improvement in our patient's speech, language, cognitive-communication, voice skills, and swallowing function. The speech pathology department has expertise in providing a continuum of services including prevention, identification, comprehensive evaluations, evidence based treatment techniques, and training for communication and swallowing disorders caused by stroke, brain injury, and other neurologic conditions. Speech language pathologists develop individualized treatment plans to allow for enhanced communication with family and friends to improve independence in managing life's responsibilities.

The DHR Rehabilitation team consists of many highly trained and certified therapists and nursing staff.

Certified Rehabilitation Registered Nurse (CRRN) – Certified Rehabilitation nurses help individuals affected by chronic illness or physical disability to adapt to their disabilities, achieve their greatest potential, and work toward productive, independent lives. They focus on meeting a patient's medical, educational, emotional and spiritual needs.

Certified in Neuro- Development Treatment (C/NDT) - NDT certified staff have had extensive study of typical movement and specific therapy handling techniques used to influence change in body movement and control. This advanced treatment approach is used by OT's, PT's and SLP's to assess and treat individuals with neurological impairment involving core muscle strength, motor coordination, and balance.

EKSO Robotic Exoskeleton Certification - These physical therapists have been trained and certified in the evaluation, assessment, and intervention of EKSO Robotics.

Neuro IFRAH Certification - This certification is an integrated approach for the treatment of stroke and brain injuries. This approach includes a whole system of hands on therapy, training equipment, and orthotics. A certified Therapist will demonstrate the ability to integrate precise handling techniques to facilitate normal movement patterns with functional activities to maximize the brain's potential for recovery.

Certified Kinesio Taping Practitioner (CKTP) - Therapists are able to apply the Kinesio Taping® Method to relax overuse syndromes, stimulate weak muscles, decrease muscle spasms as well as pain and swelling. These various taping techniques are used for treatment of the spine and upper/ lower extremity dysfunction.

Beckman Oral Motor Therapy - These are specific interventions which provide assisted movement to activate muscle contraction and to provide movement against resistance to build strength. The focus of these interventions is to increase functional response to pressure and movement, range, strength, variety and control of movement for the lips, cheeks, jaw, and tongue.

MBSS Impairment Profile Clinician (MBSImp) - The MBSImP approach provides a validated and evidence-based protocol to interpret and communicate Modified Barium Swallow study results in a manner that is specific, consistent, accurate and objective. This standardized assessment of swallowing impairment is done via video fluoroscopy and examines 17 essential physiologic components of the adult swallowing mechanism.

McNeil Dysphagia Treatment Program (MDTP) - MDTP is a systemic dysphagia rehabilitation program. It uses swallowing as an exercise and it works to rehabilitate the synergistic swallowing mechanism.

Lee Silverman Voice Therapy (LSVT) - The Lee Silverman Voice Treatment (LSVT®) is the first effective treatment established for treating the voice and speech disorders in individuals with Parkinson's disease and other neurological disorders.

LSVT Information:
• Improves both the voice and speech of individuals with Parkinson's disease
• Treats the underlying physical pathology associated with the disordered voice
• 90% of patients improve from pre to 12-24 months post-treatment

Neuromuscular Taping in Speech and Dysphagia Management - A treatment modality that uses elasticity of cotton tapes on the skin to affect muscles and nerves involved in speech and swallowing.

Deep Pharyngeal Neuromuscular Stimulation (DPNS) - A systematized therapeutic method for oral and pharyngeal dysphagia which utilizes eleven specific reflex stimulation techniques.

Case Manager/ Social Worker

Our Case Managers/Social Workers are specially trained and are responsible for coordinating the provision of care for each patient. They facilitate the involvement of the patient and caregivers throughout the rehabilitation process. Responsible to orient the patient to the services being provided, outcomes predicted, as well as providing updates of the progress toward patient's goals. Manages the patient's transition from inpatient to the community.

Assessment Coordinator

Assessment Coordinators complete a pre-admission screening evaluation and determine if the patient meets acute rehabilitation admission criteria as mandated by Medicare guidelines. This includes a thorough review of the medical record to assess the medical and functional needs, assessment of discharge plan to determine if the patient is appropriate for admission to Inpatient Rehabilitation. Cultural considerations made during this process as needed. The Assessment Coordinators work with the patient's current nurses, case managers, physicians and physiatrists to facilitate admission to Inpatient Rehabilitation. Transfer to the facility will occur once the patient is accepted by Inpatient Rehabilitation, is medically/surgically stable and is cleared by the referring physician.

Registered Clinical Dietitian

Since good nutrition is an integral part of the healing process, our Dietitians assess the nutritional status and eating habits of every patient and design a nutrition program based on the patient's preferences that helps to improve or maintain the health of the patient. The Dietitians provide education on special diets and food selections/ restrictions that encourage healthy food choices.

Clinical Psychologist/Behavioral

Psychologists are part of our health care team and help provide treatment to enhance both cognitive and emotional skills. Emotions ranging from anger, depression, stress and frustration are normal reactions to a disability or injury. Our psychologist help patients adjust emotionally, deal with anger and grief, and build a positive self-image. The psychologist also provide treatment to improve problem-solving skills, judgement, and memory, learning, and concentration skills.



Other professionals that patients may need:

Respiratory Therapist

A Respiratory Therapist uses advanced diagnostic and therapeutic equipment to thoroughly assess and treat the patient's ability to breathe. The Respiratory Therapist tailors a specific regimen under the guidance of the primary care provider, physicians, and the physiatrist to best fit the patient's needs.

Audiologist

An Audiologist identifies hearing problems and makes recommendations for corrective measures. The Audiologist deals with difficulties in both the volume and clarity of sound.

Orthotics/ Prosthetics

Adaptive devices such as artificial limbs (prostheses) and orthopedic braces (orthoses) will be made available as needed; our qualified staff will help adjust devices for fit and repair.

Chaplains

Our Chaplains serve persons of all denominations and are trained and experienced in the healthcare field. They personally minister patients and families by providing opportunities for spiritual practices, responding to sacramental needs, and through prayer. The chaplains help patients deal with worries, fears and questions – they are here to listen and provide comfort. For more information, please call (956) 362-7270.

Recreational Therapy

Recreational therapist help motivate, plan, organize, and direct a wide range of activities which promote the physical, cognitive, social, and emotional well-being of patients.

Recreational therapist work with the multidisciplinary rehabilitation team to provide care and services that promote recovery of motor functioning, reasoning abilities, build confidence, and improve socialization. This is essential in helping reduce any anxiety, stress, and depression the patient may be experiencing. Recreational therapy is available to all patients at the discretion of the attending physiatrist, and is subject to any individual restrictions and limitations the patient may have. The Recreational therapist will set a plan in place for the patient that include leisure activities based on their needs, abilities, individual preferences and interests.

Activities available:

- Arts and crafts
- Table games
- Music therapy
- Aroma therapy
- Tea/coffee socials
- Spiritual Meditation
- Relaxation exercises
- Beauty and Wellness
- Daily current events
- Patient education (Disease Process, Stroke & Spinal Cord Injury)
- Full IPad access (Includes zoom)



Community Reintegration Training Outings and Home Passes

CRT outings and Home Passes are currently on hold due to pandemic protocols.

Your physician has recommended comprehensive medical rehabilitation intervention for your physical and medical needs. Upon arrival, a brief orientation will take place by your Case Manager, Nurse, and Therapist regarding the Rehabilitation process. They will discuss with you the daily routines, goals, expectations, and philosophy of rehabilitation.

You will first be evaluated by a Physiatrist, a doctor of physical medicine and rehabilitation who has the primary responsibility for your care while at the rehabilitation hospital, and a nurse who will evaluate and coordinate your care while at the rehabilitation hospital, and a nurse who will coordinate your care from admission to discharge. Your treatment team will initiate their evaluations to determine your needs and preferences, goals, discharge plans and to develop an individualized treatment plan.

All You Need for a Comfortable Rehabilitation Stay

Look forward to being active during your stay. We recommend you wear comfortable, loose fitting clothes, and supportive, comfortable shoes. Please label your belongings.

Some suggested items to bring include:

- Minimum of 4-5 changes of clothing including shirts, pants and/or sweat suits (Family members are asked to assist with any necessary laundering of clothing throughout your stay.)
- Undergarments, socks
- Comfortable, well-fitting walking shoes (tennis shoes, Velcro closures)
- Sweater, jacket or coat
- Toiletries/Personal care items: shampoo, soap, toothbrush, toothpaste, deodorant, after-shave moisturizer, cosmetics, etc.
- Dentures, denture care articles
- Battery operated electric shaver
- Home medications- We ask you bring in your home medications to ensure that we don't miss any important medication
- Adaptive devices or aides (orthotics, braces, corsets, slings, etc.)

What to Leave at Home

Please leave your valuables at home. This includes jewelry, money, electronics, or anything of value to you. The DHR Health Rehabilitation Hospital will not be responsible for valuables or personal belongings left in your room. Remember that you will be away from your room for therapy throughout the day.

Security of Valuables

Personal possessions are the responsibility of the patient. Family is strongly encouraged to take valuables home for safekeeping. If valuables must accompany you, nursing personnel can place the valuables in the hospital safe. Please notify a member of our nursing staff for assistance.



Therapy services are available Monday through Friday from 7:30 AM – 4:00 PM, and a modified schedule is provided on Saturdays and Sundays based on patients' needs and priorities. Additional hours and treatment time may be provided based on the needs of the patient and at the physician's request.

Below is a schedule for a typical day at our facility. It is an approximate schedule to give you an idea of what to expect when you arrive. Please keep in mind that your therapy schedule may change throughout your stay.

7:00 AM – Day Begins
Dressing and grooming skills are taught by the Occupational Therapist and nursing staff.

7:30 AM – 8:30 AM – Breakfast

8:30 AM – 11:30 AM – Morning Therapy
(Scheduled in 30 - 45 minute sessions)
May include a combination of physical, occupational and speech therapy.

12:00 PM – 1:00 PM – Lunch

1:00 PM – 4:00 PM – Afternoon Therapy
(Scheduled in 30 - 45 minute sessions)
May include a combination of physical, occupational and speech therapy.

5:30 PM – 6:30 PM – Dinner

Your length of stay in the DHR Health Rehabilitation Hospital varies depending on your diagnosis, medical status, individual rehab needs and how quickly you progress. The Case Manager will be your contact person to keep you and family members informed about the estimated length of stay.



NuStep®

Recumbent cross trainers are a leading choice of professionals in a host of settings:



- Cardiac Rehabilitation
- Physical Therapy
- Senior Living / Elder Care
- Health & Wellness Centers

They can be used for patients who have a stroke, upper/lower body deficiencies, spinal cord injury, traumatic brain injury, multiple sclerosis, cerebral palsy, parkinson's disease. When used as directed, NuStep®'s inclusive features provide a safe, effective, total body workout to most users of virtually all ability levels.

LiteGait

Patient benefits with the use of LiteGait:



- Obtain supported suspension
- Comfortably able to walk in an environment free from falls
- Increase or decrease the weight bearing load on the weaker side of the body
- Learn to walk with proper upright posture
- Achieve controlled reduction of weight bearing
- Use as an assistive device while being supported over ground
- Begin gait training earlier in the rehabilitation process, and at a lower level
- Improved interaction with the therapist
- Experience a sense of accomplishment

Saebo Equipment



The SaeboFlex and SaeboReach allow individuals suffering from neurological impairments, such as stroke, the ability to incorporate their arm and hand functionally in therapy and at home. These unique orthoses position the wrist and fingers into extension in preparation for object manipulation. The user is able to grasp objects by voluntarily flexing his or her fingers. Once the fingers relax (stop gripping), the extension spring system assists in re-opening the hand to release the object.

VitalStim Plus Electrotherapy and sEMG Biofeedback System

VitalStim Plus neuromuscular electrical stimulation helps recruit and re-educate muscles in the process of swallowing. Under the guidance of a clinician, patients partner in an interactive therapy that aids muscle strengthening to rehabilitate swallowing. Preset or customized programs allow the provider to truly customize treatments while biofeedback and visuals create a patient focused experience that encourages engagement and achievement of goals.

The VitalStim Plus Electrotherapy and sEMG Biofeedback System projects live treatment progress onto a computer or tablet screen. The Screen Mirroring technology allows the clinicians to guide patients through personalized, targeted swallowing exercises. sEMG biofeedback helps to increase effort and duration of swallowing attempts and to improve coordination. It also offers the potential for objective evaluation of swallowing function and patterns.





We Amplify You.

"I was walking before but nothing like this."
Stroke Survivor – Marion Rehabilitation Hospital

"Ekso is really perfect for early ambulation."
Rehab Administrator – University Health System



ekso BIONICS



DONALD "DONNIE" BARAJAS

Actual DHR Health Rehabilitation Hospital Patient

Donnie suffered a Spinal Cord Injury as a result of a car accident and was unable to move his legs. He was able to regain his independence with EKso GT robotic assisted Rehabilitation, and is now walking!

General Visitation Guidelines

- Visiting hours are from 3:00 PM until 8:00 PM Monday through Sunday.
- A maximum 2 visitor is allowed at bedside per day.
- NO visitors under the age of 18 are currently allowed to visit. Exceptions may be made at the discretion of the rehab directors/clinical supervisor/charge nurse.
- Exceptions to the above (e.g., for dying or critically ill patients) may be made at the discretion of the nurse or physician.
- Visitors are required to check in with Security prior to receiving access to the rehab hospital.
- Only one designated visitor 18 years of age or older may be permitted to remain with the person served overnight and must be approved. The visitor is expected to remain with the person served. Access in and out of the facility is restricted after 8:00 PM. To protect the modesty of the family member/visitor and the other persons served, clothing will be worn anytime the individual is out of the private room; shoes will be worn at all times. (Approval of overnight stays are on a case by case basis.)
- Extenuating circumstances may exist that contraindicate family staying overnight and those situations may be reviewed by the Rehab Hospital Directors, taking into account the health and safety of the persons served.
- At the discretion of hospital staff, visitation may be restricted for the health and safety of the persons served and/or staff. Visitors may be asked to leave the patient care area at any time to facilitate physician/nursing care and/or procedures.

Phone Calls

In place of visitation our Rehabilitation staff is facilitating patient phone calls and video conference calls with family members.

Phone calls from family are welcomed and appreciated by our patients. You may call the patient's room directly from 8am-8pm. Keep in mind that during treatment times, the patient may not be available to answer phone calls.

Friends and family may call DHR Health Rehabilitation Hospital to speak to a team member 24 hours a day at (956) 362-3550.

To make a call from the hospital room, first dial "9" and then dial the number you wish to call. If you need any assistance, please ask one of the Rehabilitation staff.

Meals
As part of their therapy all patients are encouraged to eat at the dining room. Assistance for patients is provided as needed by our rehabilitation team. Between meals, refreshments and snacks are made available by the dietary department upon request. Diabetic patients receive an evening snack as well as upon request.

Smoke-Free Campus
The DHR Health Rehabilitation Hospital is a smoke-free facility.

Mail and Flowers
Personal mail received will be delivered to the patient's room by hospital ambassadors. Any mail that arrives after the patient is discharged will be forwarded to their home. Patients may leave stamped letters they wish to mail at the nurse's station.

Graduation
Our Rehabilitation Team celebrates the success of our patients by recognizing their hard work! Prior to discharge, staff acknowledges those accomplishments with a graduation ceremony. Patients are given a certificate of achievement during the graduation ceremony.

Diabetes Education
Diabetes management is an important lifestyle modification that improves health outcomes during hospitalization and after discharge. Our team will provide you with an overview of Diabetes and learn how to accomplish management in the home setting. Education classes are provided individually to our patients. These classes are provided in Spanish and English classes.

Support Groups
The DHR Health Rehabilitation Hospital sponsors an array of Support groups that are made available to the patient and the community. They are informal meetings where informational topics are discussed by various guest speakers, including physicians, therapists and nurses.

These meetings conclude with a Q & A session. Support group meetings are being held at:

DHR Health Rehabilitation Hospital, Conference Room
5403 Doctors Drive, Edinburg, TX 78539

The following meetings are being hosted with limited seating available due to safety precautions currently in place:

- Stroke Support Group: 3rd Thursday of every month at 6 PM
- Brain Injury Suport Group: 2nd Wednesday of every month at 6 PM
- Spinal Cord Injury Support Group: Last Tuesday of every month at 6 PM
- Amputee Support Group: 1st Wednesday of Every Month at 11 AM



DHR HEALTH REHABILITATION SUPPORT GROUPS

DHR Health Rehabilitation Hospital

(956) 362-3550
DHRHealth.com
@dhrhealth

Stroke Support Group



Meets the 3rd Thursday of every month

Come and join us!

6 PM – 7 PM

DHR Health Rehabilitation Hospital Conference Room

5403 Doctors Drive
Edinburg, TX 78539

For more information, please call (956) 362-3550.

**Refreshments will be served.*

DHR Health

Rehabilitation Hospital

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DHR Health proudly meets the federal definition of a "physician-owned hospital" (42 CFR § 489.3). As required by law, a list of the hospital's physician owners and investors is available at www.dhrhealth.com. DHR, Ltd. and its affiliated entities comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex.

DHR Health Rehabilitation Hospital

(956) 362-3550
DHRHealth.com
@dhrhealth

Stroke Education Orientation



Meets the 2nd & 4th Thursday of every month

Come and join us!

4 PM – 5 PM

DHR Health Rehabilitation Hospital Conference Room

5403 Doctors Drive
Edinburg, TX 78539

For more information, please call (956) 362-3550.

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Spinal Cord Injury Support Group



Meets the last Tuesday of every month

Come and join us!

6 PM – 7 PM

DHR Health Rehabilitation Hospital Conference Room

5403 Doctors Drive
Edinburg, TX 78539

For more information, please call (956) 362-3550.
**Refreshments will be served.*

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Amputee Support Group



Meets the 1st Wednesday of every month

Come and join us!

11 AM – 12 PM

DHR Health Rehabilitation Hospital Conference Room

5403 Doctors Drive
Edinburg, TX 78539

For more information, please call (956) 362-3550.

**Refreshments will be served.*

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@dhrhealth

Brain Injury Support Group



Meets the 2nd Wednesday of every month

Come and join us!

6:00 PM

DHR Health
Rehabilitation Hospital
Conference Room

5403 Doctors Drive
Edinburg, TX 78539

For more information, please call (956) 362-3550.
**Refreshments will be served.*

DHRHealth
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(956) 362-3550
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@dhrhealth

Weekly Diabetes Education Class



Meets every Monday of the month

Come and join us!

English
2:30 PM

Spanish
3:15 PM

DHR Health
Rehabilitation Hospital
Conference Room
5403 Doctors Drive
Edinburg, TX 78539

For more information, please call (956) 362-3550.

**Refreshments will be served.*

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Prior to discharge, you and the people involved in your care will take part in our family training program to continue improvement and success at home. The information you will receive can be provided in your preferred language in a manner that will enhance your understanding. Follow-up demonstrations and explanations will be supplemented accordingly.

As you prepare for discharge from our Inpatient Rehabilitation Program, keep the following information in mind:

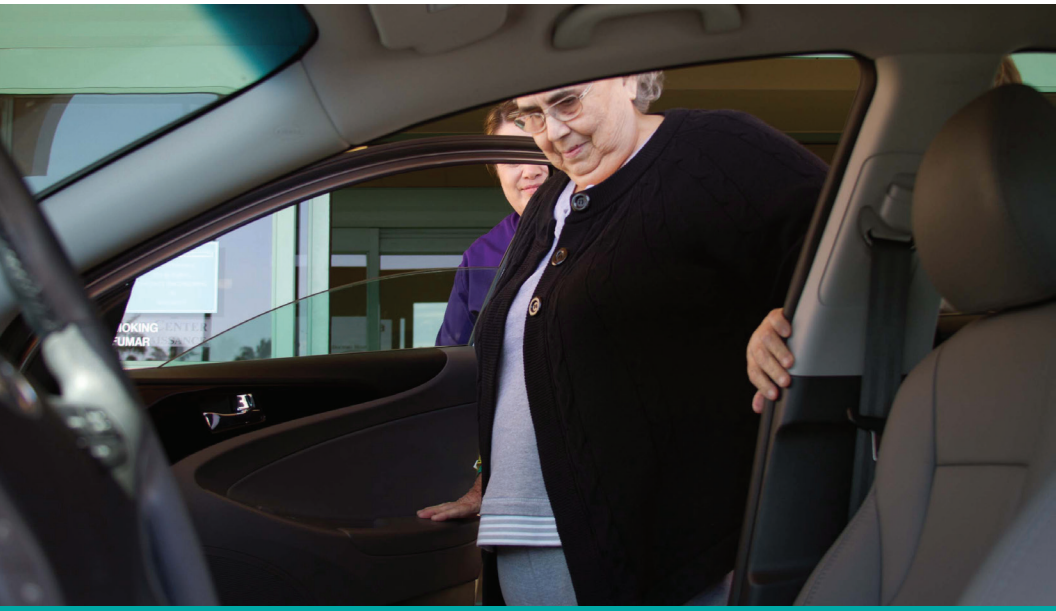
- If you do not understand your plan for continued therapy, medical care or follow-up appointments, please do not hesitate to ask questions.
- Your physician will prepare and sign your discharge papers. If you leave before your physician signs your discharge, you must sign a statement by which you assume complete responsibility for leaving without medical approval. This may cause problems with insurance payments. So, please speak with the Nurse Manager or Case Manager prior to leaving.
- On the day of discharge, you will be given the date and time of a follow-up appointment with your doctor.
- Equipment that you will need, such as wheelchairs, will be ordered upon discharge. Before the equipment is ordered, your living place may be evaluated for safety and accessibility, and changes in structural barriers may be suggested.
- Please complete the patient satisfaction survey provided to you by your case management team member.



AFTER YOU LEAVE

Once you leave the Rehabilitation Program, you will receive a telephone call from one of our team members. During this call, you will be asked questions about your current abilities and limitations, and the progress you are experiencing. This is meant to ensure your continued recovery at home. The information you provide will also be used to help us improve our services for future patients.

If you have any questions or need assistance with your care when you get home, please call us at (956) 362-3550.



YOUR MEDICAL RECORDS

You may request a copy of your medical records after your discharge from our facility. Our Medical Records Department located in the Del Prado Support Services building will be able to assist you with this. Charges may apply.

For more information, please call (956) 362-3451.

Medical Records
101 Paseo Del Prado
Edinburg, TX 78539

Office Hours: 8:00 AM - 5:00 PM

Billing
Upon request, an itemized statement of your charges may be sent to you by the DHR billing office after you are discharged. A copy will also be sent to your insurance company. You will then receive a monthly statement for the portion that you owe and that amount will be due within 30 days of being issued. Major credit cards are accepted. For more information, please call (956) 362-3300.

Financial Concerns
Financial questions should be directed to a financial counselor. Prior to discharge, arrangements may be made for you to visit the financial counselor or they can come to your room to discuss any concerns you may have.

Location:
Main Hospital Lobby (First Floor)
Hours: 8:00 AM - 5:00 PM
Telephone: (956) 362 -7730

LOCAL HOTELS

If you have family or friends visit from out of town, they can find the following hotels in the McAllen or Edinburg area:

Embassy Suites McAllen
1800 South 2nd St.
McAllen, TX 78503
(956) 686-3000

Hampton Inn & Suites
300 West Nolana Loop
Pharr, TX 78577
(956) 781-1116

Drury Inn McAllen
612 West Expressway 83
McAllen, TX 78501
(956) 687-5100

Holiday Inn Express & Suites Edinburg
3801 South Business Highway 281
Edinburg, TX 78539
(956) 378-9955

TELEVISION CHANNEL LINEUP

A color TV with cable service has been provided for your enjoyment. If you have any trouble with TV reception or controls, please ask your nurse for assistance.

Television Channel Listing:

2	KTLM (Telemundo)	31	History Channel	60	ESPN
3	KNVO (Univision)	32	Golf Channel	61	ESPN 2
4	KGBT (CBS)	33	National Geographic	63	FS Southwest
5	KRGV (ABC)	34	The Weather Channel	67	MTV
6	XHRIO (FOX)	35	CNN	71	Comedy Central
7	XHAB (Televisa)	36	Headline News	72	HGTV
8	KVEO (NBC)	38	MSNBC	73	Food Network
9	KLUJ (TBN Enlace)	40	CNBC	75	Bravo
10	KMBH (PBS)	41	TruTV	81	KMBHD-72
11	XHOR (Azteca 7)	42	AMC	88	Estrella
13	XHMTA (Azteca 13)	44	TBS	97	FS1 Sports
19	XERV (Televisa)	47	TNT	99	QVC
20	UNIMAS	48	FREE FORM	102	A&E
21	KSFE (CW)	49	USA	110	BBC America
24	Cartoon Network	50	LifeTime	119	C Span
25	Disney Channel	51	SyFy East	120	Bloom
26	Nickelodeon	52	FX	121	NFL Network
27	Discovery Channel	56	E!	122	NBC SW
28	TLC	57	ESPN Classic	123	Science
29	Animal Planet	58	ESPNU	124	THIS
30	Travel Channel	59	ESPN News	125	METV

Music Channel Listing: Healing through the power of music!

117.3	MC: Relaxing Vibes	117.1	MC: Smooth Jazz
117.4	MC: Mexicana	117.11	MC: Jazz
117.5	MC: Tropicales	117.12	MC: Blues
117.6	MC: Romances	117.13	MC: Singers and Swing
117.7	MC: Sounds of the Seasons	117.14	MC: Easy Listening
117.8	MC: Stage and Screen	117.15	MC: Classical Masterpieces
117.9	MC: Soundscapes	117.16	MC: Light Classical

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