

power  possibilities



**NORTH MISSISSIPPI  
MEDICAL CENTER**

**REHABILITATION INSTITUTE**

What connected feels like™

**Patient Guide**

# Welcome

You most likely did not expect life to take you down this road. Chances are your illness or injury was unexpected and now you are uncertain about what the future holds. We are honored that you have entrusted us with your care. We are committed to helping you regain your highest level of independence on your road to recovery.

## Rehabilitation Institute

**Our Mission:** To provide a holistic and integrated program of medical, physical, psychosocial and vocational interventions that empower the physically challenged person to achieve a fulfilling, socially meaningful and functionally effective transition to the person's community of choice.

**Our Vision:** To be a nationally recognized center of excellence in rehabilitation and recovery of individuals who have experienced surgical or medical complications throughout life.

**Our History:** Since the NMMC Rehabilitation Institute opened in 1988, our staff has been providing patient-centered rehabilitative care to individuals who have suffered catastrophic injury or illness.

### Our Values:

- Collaboration
- Commitment
- Compassion
- Continual education
- Community

## Who Benefits from Inpatient Rehabilitation

Throughout recovery, our goal is to help patients maximize their functional independence, find emotional strength and successfully transition back to the community. Patients are evaluated along functional rather than disease specific guidelines. Functional problems may include: impaired mobility, communications skills, safety in performing activities, and perceptual and cognitive skills.

### Who could benefit from the Rehabilitation Institute? Someone who...

- Has experienced a significant loss of basic skills and requires an intensive team approach in the delivery of care
- Requires daily supervision and medical management from our medical team, which will oversee the functional plan of care
- Requires 24-hour rehabilitation nursing care
- Is able to tolerate at least three hours of therapy daily, five to seven days per week
- Has the ability to achieve his or her rehabilitation goals in a reasonable period of time

## Team Effort

Rehabilitation is based upon the team approach. Our interdisciplinary team of professionals works with patients and their families to design a rehabilitation plan to satisfy each individual's specific needs and personal goals.

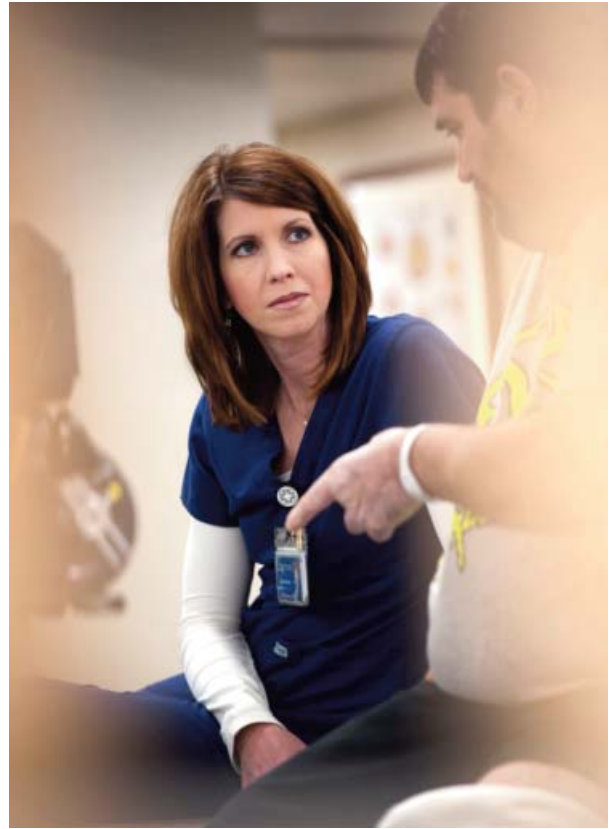
When a patient is admitted to the Rehabilitation Institute, the patient care team conducts a comprehensive assessment to identify potential needs and degree of functional disability. The team will then establish a plan of care and work hand in hand with patients and families to achieve the highest level of functioning possible. Team members work intensively with the patient each day and meet together weekly to review each patient's progress.

### Professionals on the Rehabilitation Team:

- Physical Medicine and Rehabilitation Doctor
- Nurse Practitioner
- Rehabilitation Nurse
- Physical Therapist
- Occupational Therapist
- Speech Pathologist
- Social Worker
- Rehabilitation Case Manager

The **rehabilitation team** also relies upon other professionals to provide support services as needed. These professionals include:

- Dietitian
- Chaplains
- Orthotist
- Prosthetist
- Pharmacists
- Respiratory Therapists



## Your Rehabilitation Team

**Physical Medicine and Rehabilitation Doctor:** The team leader, responsible for coordinating your overall treatment with other team members, focuses on restoring function to people with disabilities.

**Nurse Practitioner:** Assists the physician in managing the care of the patient in a team approach; facilitates communication between disciplines; develops diagnoses; plans, implements and manages medical care.

**Rehabilitation Nurse:** A nurse who specializes in rehabilitative care and assists the patient with achieving maximum independence, prevention of complications, and patient and family education.

**Physical Therapists:** Primarily address functional activities such as bed mobility, transfers, ambulation (using associated adaptive equipment such as walkers, braces and wheelchairs), patient/family education and wound care as needed.

**Speech-Language Pathologists:** Assess and treat deficits with communication and cognition, including problem solving, reasoning and memory. Speech therapists also evaluate and address problems with swallowing.

**Occupational Therapists:** Address upper extremity coordination and strengthening activities of daily living (ADLs) such as dressing yourself properly and safely, hygiene and feeding yourself. In addition to techniques, occupational therapists can address cognitive issues and offer adaptive equipment to assist in performing tasks.

**Social Worker/Case Manager:** A liaison for the patient, family and rehabilitation team. Social workers provide support, coordinate the team care plans, manage the discharge plan with referrals and coordinate care with insurance companies. Your social worker will help guide your care from your initial assessment through the day of discharge.

# NMMC Patient Portal

NMMC offers every patient access to a personal Patient Portal, an online health management tool designed to help you take control of your health. Patient Portals allow patients to interact and communicate with their health care providers. This secure site lets you access portions of your personal medical record, find important health information and even send a secure message to your clinic.

To access the Patient Portal and register, visit [www.nmhs.net/portals.php](http://www.nmhs.net/portals.php)

## Accreditation & Licensure

- CARF International (inpatient adult rehabilitation and stroke)
- Gold Seal of Approval from The Joint Commission for Primary Stroke Centers
- Comprehensive Integrated Inpatient Rehabilitation Program (adult)
- Mississippi State Department of Health

## Medical Staff

**Aurora Wong, M.D.:** Serves as medical director of North Mississippi Medical Center's Rehabilitation Institute. Dr. Wong received her bachelor's degree in biology and neuroscience from the University of Toronto in Canada. She completed her medical degree at St. George's University School of Medicine in Grenada, West Indies. She trained in general surgery at St. Francis Medical Center and St. Joseph Medical Center in New Jersey before completing her physical medicine and rehabilitation residency at Tufts Medical Center in Boston, Mass., where she served as chief resident. She previously served as medical director of the Acute Inpatient Rehabilitation Unit and director of Physical Medicine and Rehabilitation at Appalachian Regional Medical Center in Hazard, Ky.



**David Richmond, M.D.:** Earned a bachelor's degree in psychology in 1992 from Marshall University in Huntington, W.V. He continued his education at Mountain State University in Beckley, W.V., becoming a physician assistant in 1998. He worked as a physician assistant for several years before going to medical school. Dr. Richmond earned his medical degree in 2006 from St. Georges University in Grenada, West Indies. He completed an internship in 2007 at Long Island College Hospital in Brooklyn, N.Y., and a residency in physical medicine and rehabilitation in 2010 from Tufts Medical Center in Boston, Mass. He is board certified in physical medicine and rehabilitation. Dr. Richmond previously served as assistant clinical professor at Tufts University School of Medicine and practiced physical medicine and rehabilitation at Baystate Medical Center in Springfield, MA.



**Collette Dixon, FNP-C:** Received bachelor's and master's degrees in nursing from Mississippi University for Women. She also holds a master's degree in business administration from LaSalle University. She has worked with acute rehabilitation patients for many years.



**Tina Shelton, FNP-C:** Earned an associate's degree in nursing from Northeast Mississippi Community College and her bachelor's degree in nursing from Mississippi University for Women. She completed her master's degree in nursing and family nurse practitioner training at the University of Southern Mississippi.



# Important Phone Numbers

Your Room Phone .....	(662) 377-8+room number
I West Nurses Station .....	(662) 377-4060
North Mississippi Medical Center .....	(662)377-3000
830 S. Gloster St., Tupelo, MS 38801	
Careline (concerns and/or compliments) .....	(662) 377-2273
Hospital Security .....	(662) 377-3064
Rehab Social Work .....	(662) 377-4034
	(662) 377-4057
Chaplain Services .....	(662) 377-3439
NMMC Physical Medicine and Rehabilitation Clinic	
Longtown Medical Park, 4381 Eason Blvd., Suite 301, Tupelo, MS 33801	
Clinic Phone Number .....	(662) 377-6610
Clinic Fax .....	(662) 377-6614

# What to Bring

During your stay in the Rehabilitation Institute, having some of your personal items from home can make you feel more comfortable. This could mean bringing your books and photographs or a favorite T-shirt and sweater. The checklist below will help you pack for your stay.

Items to consider bringing:

- Toothbrush
- Shaving supplies
- Makeup
- Comb or brush
- Deodorant
- Shampoo and other hair care products

Rehabilitation Institute can provide some personal care items if needed.

## For Rehabilitation Program Patients

Rehabilitation patients will get up and dressed every day for therapy. You need an assortment of comfortable, loose-fitting clothes. For all clothes, be sure to label them with your name in permanent marker.

Clothing Suggestions

- Pajamas
- Pants with an elastic waistband, such as cotton or nylon sweatpants
- Comfortable shirts
- Lightweight jacket/sweater
- Socks (athletic style)
- Underwear
- Athletic shoes, at least one size larger than usual (one pair)
- Outdoor wear during the colder months, including warm jacket, heavy sweater and hat

# What Not to Bring

- Valuable jewelry, expensive electronic items or large amounts of cash. We recommend that no more than \$10 be kept in your room at any time. Rehabilitation Institute cannot accept responsibility for lost items.
- Heaters, heating pads or equipment for food preparation and storage
- Firearms or other weapons

# Cameras and Recording Devices

The use of cell phone cameras, cameras and video recorders are prohibited if it violates another patient's privacy. Please limit pictures in patient areas, and no NMHS medical staff or employees may be included in any photos or videos while providing care.

## Safety

Your safety is our primary goal. Upon arrival, we will begin educating you and your family regarding your safety while in your room, the rehab gym and the dining room. Please remember to call for assistance from a staff member when trying to get out of bed. Please do not hesitate to ask for assistance at any time. As you progress in therapy and your ability to care for yourself improves, the therapy staff may release you to move more independently around in your room. Until you have been cleared by staff, please use your call light for help prior to getting out of bed.

## A Typical Day

Patients in the Rehabilitation Institute will spend a minimum of three hours in therapy each day, at least five days per week. Therapy is also provided on Saturday and Sunday when needed. Your therapist can provide a daily therapy schedule each morning.

### Monday-Friday:

7-8 a.m.	Nursing and/or Occupational Therapy will assist you with dressing. Breakfast will be served in your room.
8 a.m.-noon	Morning therapy
Noon-1 p.m.	Lunch and short rest period before afternoon therapy
1-3 p.m.	Afternoon therapy
4:30-5:30 p.m.	Dinner

**Saturday & Sunday:** Therapy is provided if needed. Family and friends are encouraged to visit. A chapel service is held in the Rehab Dining Room on Sundays.

### Visiting Hours

Monday-Friday	3-8 p.m.
Saturday-Sunday	8 a.m.-8 p.m.

Our rehabilitation unit is dedicated to providing safe, effective rehabilitation care in a family-friendly manner. We appreciate the importance of family as a support system and as caregivers after the patient leaves the hospital.

The Rehabilitation Institute suggests these visiting hours to optimize recovery. We encourage family and friends to visit during non-therapy hours to allow the patient to focus on therapy. However, we understand that exceptions may arise. Please contact the case manager to develop a visitation plan.

For newly admitted patients, we encourage one family member (18 years of age and older) to stay overnight the first night to help the patient settle in comfortably. If needed, caregivers will be asked to stay with a patient



continuously to assist with care and supervision. All overnight guests must be cleared by nursing staff and be free of a cold, fever, cough or any illness. Your protection and safety is our first priority.

Children may visit if they are free from infectious diseases. This includes runny nose, cough or fever.

Do not bring food unless it has been cleared by a nurse. Many patients are on special diets for health reasons or because of swallowing restrictions.

Please wash or sanitize your hands when entering and leaving a patient room.

## Your Role

We will need your complete attention and best efforts during all activities. A positive attitude is absolutely necessary to the success of your rehabilitation. You may be asked to perform a task in a new way or participate in therapeutic activities where you might not understand the benefit. We ask that you keep an open mind and be willing to learn new tools as you move toward independence. Please feel free to ask questions and discuss your feelings.

## Discharge Planning

Discharge planning begins when you are admitted into the Rehabilitation Institute. We will make every effort to help you feel prepared for your transition home or to your next level of care. A rehabilitation team conference will be held each week during your rehabilitation stay. Your team will discuss your length of stay, progress, discharge planning and follow-up services. This plan of care will be discussed with you and your family to ensure everyone is in agreement moving forward.

Our primary goal is to help you regain as much independence as possible and return to your previous living environment. Unfortunately, that is not always possible and alternative plans must be made with the help of your social worker. Your medical team will work to identify issues that will require family/caregiver education as well as medication education. Your therapy staff can provide family/caregiver education and teaching as often as needed to ensure your transition home is successful. Your rehabilitation team will schedule follow-up provider appointments as well as order any medical equipment you might need at discharge.

## Family Involvement

We encourage family members to be involved in your treatment by providing moral support and participating in your recovery. Family members and/or caregivers can participate by scheduling therapy observation, participating in family conferences when needed, participating in family teaching sessions prior to discharge, participating in an evaluation of your home environment with therapy, and/or transfer car training. Family involvement activities will be arranged by your rehab social worker.

## Driving Assessment and Training

The Driving Assessment and Training program is physician referred and monitored by an occupational therapist. Prior to driving, a patient must be screened to measure visual perception, reaction time, muscle strength and cognitive abilities. A minimum one-hour drive is modified to meet individual patient needs, usually following familiar paths, in the "rehab car" equipped with adaptive equipment. The therapist makes a recommendation of readiness to physicians and helps patients contact appropriate companies for installing adaptive equipment in their own vehicles.

# Therapeutic Leave Program

The Therapeutic Leave Program allows patients who are medically cleared by the rehab physician to leave the inpatient facility on a day pass. The purpose of therapeutic leave is to enable you to feel comfortable in your own surroundings and help you adapt to your home environment as you conclude your rehabilitation. Therapeutic leave also allows caregivers the opportunity to identify potential problems, learning needs and coping skills needed prior to discharge.

## Going Home

Before hospital discharge, team members often visit the patient's home and workplace to evaluate accessibility and make recommendations for modifications, such as installing ramps, widening doorways or acquiring any equipment that may be needed. Through the discharge planning process, patients and their families also receive education and specific home care instructions, as well as referrals and follow-up consultations.

## Before You Leave the Hospital

### Checklist for Discharge

Make sure you have the following information before you leave the hospital.

- **Discharge summary.** This includes why you were in the hospital, who cared for you, your procedures and medicines.
- **Medicine list.** This includes all your new and former prescriptions and over-the-counter medicines. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.
- **Prescriptions.** Check that you have your new prescriptions
- **Local resources.** Ask your discharge planner for help finding local after-care services or other support groups.
- **After-hospital services.** Know how much support you'll need in these areas:
  - Personal care: bathing, eating, dressing, toileting
  - Home care: cooking, cleaning, laundry, shopping
  - Health care: taking your medicines, transportation to doctor's appointments, physical therapy, wound care, injections, medical equipment
- **Follow-up care instructions.** Beyond medicine, this can include:
  - Foods or activities to avoid
  - Tests or appointments
  - How to care for incisions or use equipment
  - Warning signs
  - Daily living adjustments (like how to get into bed)
  - Home exercise programs
  - Who to call with questions

## Continued Assistance after Discharge

Here are options for continued rehabilitation after your hospitalization.

- **Home Health:** Care provided by professionals in your home to help maintain or restore health. Includes housekeeping; personal care services such as bathing, dressing or eating; and health care services such as physical therapy, occupational therapy, speech therapy or skilled nursing.
- **Outpatient Therapy:** Physical, occupational and/or speech therapy offered in an outpatient clinic setting. Outpatient therapy is usually scheduled two to three times per week.



- **Assisted Living:** Individual units or apartments where limited personal care services are provided, as well as help managing health conditions and medicine routines, plus social activities and transportation. Medical staff is on site 24 hours.
- **Skilled Nursing Rehabilitation:** A Skilled Nursing Facility provides 24-hour nursing care, as well as physical therapy, occupational therapy, speech therapy, social services, recreational activities and respiratory therapy. To be admitted to the unit, the patient must have experienced a recent hospital stay of at least three nights. Patients must be medically stable and require skilled care. Skilled rehabilitation is located within a hospital setting or a nursing facility.
- **Nursing Home:** Long-term care facility for those who no longer require the hospital but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units are often available for people with Alzheimer's disease or memory loss.
- **Hospice:** Care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.



## What if I Don't Have Insurance?

If you do not have Medicaid, Medicare or any form of insurance, you will need to completely fill out the charity application which can be requested from the Admissions Department or your social worker. Our staff will help with these papers, but your cooperation will be needed in getting us your income information as soon as possible. Our admissions clerks at all locations can assist you with the charity paperwork.

**Coordinator: (662) 377-5092**

### Financial Assistance Offices

Social Security Administration

Local Office:

- Tupelo 1-866-504-4267
  - Columbus 1-877-626-9914
  - Corinth 1-866-366-4921
  - Starkville 1-662-323-9211
  - National Office 1-800-772-1213 (toll free)
- Hours are 7 a.m. to 7 p.m. on any business day

Online application for disability: [www.ssa.gov](http://www.ssa.gov)

Centers for Medicare and Medicaid Services

1-800-663-4227

[www.medicare.gov](http://www.medicare.gov)

# TV Channel Listings

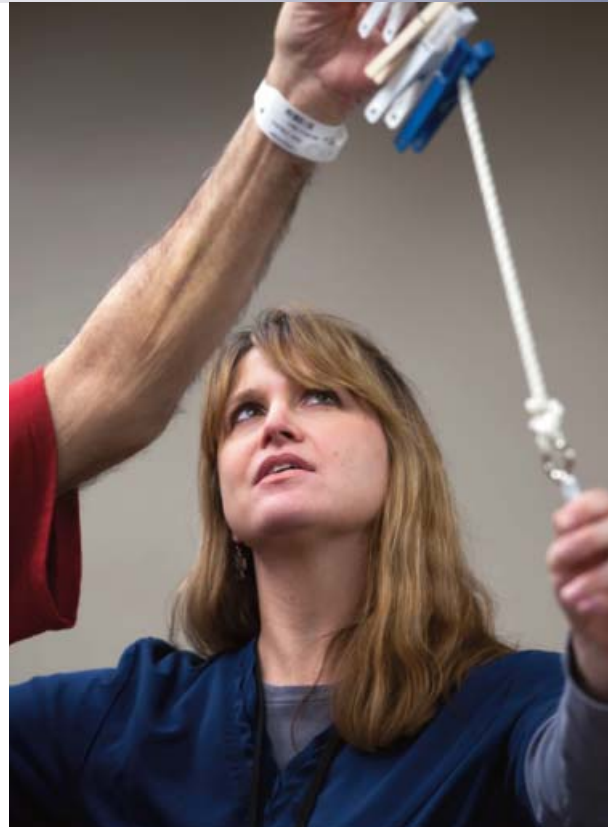
- 2 WGN Chicago
- 3 MY Mississippi
- 4 Religious Channel
- 5 WMC Memphis NBC
- 6 WTVA Tupelo NBC
- 7 WKDH Tupelo ABC
- 8 WHBQ Memphis FOX
- 9 HSN
- 10 QVC
- 11 WLOV Tupelo/ West Point FOX
- 12 WMAE Boonville PBS
- 13 WCBI Columbus
- 14 ESPN
- 15 ESPN2
- 16 AMC
- 17 TNT
- 18 TBS Superstation
- 19 ABC Family
- 20 OWN Channel
- 21 Exercise CTV-9
- 22 CNN
- 23 CNN Headline News
- 24 Discovery Channel
- 25 A&E
- 26 MTV
- 27 Lifetime
- 28 Cartoon Network
- 29 The Weather Channel
- 30 Spike TV
- 31 BET
- 32 USA
- 33 FSSO Fox Sports South
- 34 VH1
- 36 CNBC
- 37 History
- 38 HGTV
- 39 TLC
- 40 INSP
- 42 E!
- 43 Turner Classic Movies
- 44 Patient Safety Channel
- 45 Rehab and Relaxation Channel
- 47 Disney Channel
- 49 TV Land
- 50 Comedy Central
- 52 Food Network
- 53 Animal Network
- 54 The Golf Channel
- 55 Fox News
- 56 Patient Education Heart Emphasis
- 57 Patient Education Diabetes Emphasis
- 62 Patient Information Channel
- 64 FOX Sports Channel
- 65 Nickelodeon
- 70 FX
- 73 SHPHQ Shopping Channel
- 96 SEC Network

# Data Collection Information Summary for Patients in Inpatient Rehabilitation Facilities

This notice is a simplified plain language summary of the information contained in the “*Privacy Act Statement-Health Care Records*”

As a hospital rehabilitation inpatient, you have the following privacy rights:

- You have the right to know why we need to ask you questions.
  - We are required by federal law to collect health information to make sure:
    - 1) You get quality health care, and
    - 2) Payment for Medicare patients is correct.
- You have the right to have your personal health care information kept confidential and secure.
  - You will be asked to tell us information about yourself so that we can provide the most appropriate, comprehensive services for you.
  - We keep anything we learn about you confidential and secure. This means only those who are legally permitted to use or obtain the information collected during this assessment will see it.
- You have the right to refuse to answer questions.
  - You do not have to answer any questions to get services.
- You have the right to look at your personal health information.
  - We know how important it is that the information we collect about you is correct.
  - You may ask to review the information you provided. If you think we made a mistake, you can ask us to correct it.



## Contact Information

If you want to ask the Centers for Medicare and Medicaid Services to see, review, copy or request correction of inaccurate or missing personal health information which that federal agency maintains in its IRF-PAI System of Records:

Call toll-free 1-800-MEDICARE for assistance in contacting the IRF-PAI System of Records Manager.

TTY for the hearing and speech impaired: 1-800-820-1202

**Note:** The rights listed above are in concert with the rights listed in the hospital conditions of participation and the rights established under the Federal Privacy Rule.

# What connected feels like®

We hope your stay in the Rehabilitation Institute was a positive experience where you received excellent care. We are dedicated to improving the care we provide to the patients we serve. We welcome suggestions on areas of improvement as well as compliments where appropriate.

Please feel free to contact the NMMC Rehabilitation Institute Program Director at (662) 377-4054.

At the NMMC Rehabilitation Institute, we are committed to excellent care.



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830 South Gloster Street • Tupelo, MS  
[www.nmhs.net/rehab\\_institute.php](http://www.nmhs.net/rehab_institute.php)