



EASTERN
REHABILITATION
NETWORK

HARTFORD HOSPITAL

We bring out the *Best in you*

*Patient
Information
Packet*

Home Office:

*181 Patricia M. Genova Drive, Newington, CT 06111
Tel. 860-667-5480; Fax 860-667-8416*

www.easternrehab.net



We bring out the *Best in you*

Dear Patient:

On behalf of the employees of Eastern Rehabilitation Network (ERN), a department of Hartford Hospital, I would like to welcome you. We know that you have choices when it comes to selecting a rehabilitation provider, so we thank you for choosing ERN.

The rehabilitation program that you are starting will be designed specifically for you so that you can achieve your goals. Our mission is to be the rehabilitation provider of choice ensuring you receive compassionate, high quality care in an efficient manner.

To make sure that your time with us is as beneficial as possible, please take a few moments to read through the information in this booklet. I also encourage you to learn more about our programs and services by visiting our website at www.easternrehab.net.

ERN collects information that helps us determine how our programs and services have met patients' needs. Although we are pleased that our patients consistently report being very satisfied with our services, we continually strive to do better. Please participate in this process so we can further improve our rehabilitation services.

Our sites have been staffed and designed to make your rehabilitation experience excellent so you have success in attaining your goals. Please let us know if we can assist you in any way.

Again, thank you for choosing ERN.

Sincerely,

A handwritten signature in black ink that reads 'Rita A. Parisi'.

Rita A. Parisi
Vice President of Rehabilitation

General Information

What to Expect When You Come to Eastern Rehabilitation Network (ERN)

If you are a new patient with ERN, there will be information for you to read and forms for you to sign, such information regarding your confidentiality and privacy and authorization to bill your insurance. We will need additional information about you, such as work or school phone numbers and an emergency contact phone number. Also, please bring the referral form from your physician and your insurance card(s).

Please wear loose-fitting, comfortable clothing that is appropriate for exercise. Shoes should be comfortable and provide good support. If you are participating in a specialty program, remember to bring those particular items (bathing suit, sports equipment, etc.). Most appointments last 45-60 minutes and your therapist can advise you on the expected duration of your appointments.

Please check-in at the reception area for all appointments so we can keep everyone's schedule running as smoothly as possible. If you're going to be late or have to reschedule an appointment, we would appreciate a call as soon as possible. You will find a list of all our telephone numbers at the end of this booklet.



ERN operates according to established professional ethical standards. If you are ever unhappy with our services you have the right to bring a complaint forward at any time by contacting the site's director or ERN's Vice President of Quality at 860-667-5480. The complaint will be investigated, we will take whatever corrective action is necessary, and we will communicate with you during the process.

The Therapy Gym

The treatment area is frequently referred to as "the therapy gym," which consists of private treatment areas and an open space with tables and equipment.



During your first appointment your therapist will spend time doing an evaluation of the problem or condition that brought you to therapy. Once your evaluation is complete, you and your therapist will discuss individualized treatment goals and a treatment schedule. The majority of our patients are adults seen for musculoskeletal and neuromuscular diagnoses. Our patients under age 18 are seen for musculoskeletal conditions. While treatment plans are individualized and based on return to function, most patients are seen for an average of 8 to 12 visits.

To get the best outcome possible, you are urged to keep all appointments and adhere to your program (you may be given exercises to do at home). You will also be given the tools you need for continued rehabilitation after your course of therapy is complete. Your therapist will keep your doctor informed of your progress.

As a courtesy to staff and other patients, we respectfully request that all cell phones be turned off and that family members or friends wait in the reception area unless your therapist has requested their attendance.



Scheduling Appointments

Your therapist(s) will have continuous communication with your doctor regarding your progress. In order to achieve your goals and enable your physician to assess your status, it is expected that you attend and participate in the program as outlined.

Scheduling visits is very important. If you are unable to attend your appointment please call as soon as possible to notify us and reschedule. Missing appointments not only delays your personal progress, but may also delay someone else.

Insurance and Program Payment

Hartford Hospital is a participating provider with most insurance, managed care and workers' compensation plans and will process your bills whenever possible. However, because you are ultimately responsible for payment, and insurance plans can be quite complex, we recommend that you contact your insurance company for guidance regarding co-pays and deductibles for "outpatient hospital" services (your insurance card will tell you how to contact Member Services).

If your insurance plan requires a co-pay for services, this will be collected at each appointment. Please check with your billing representative about your balance or payment arrangements.

For programs and fees that are not part of your insurance benefit you may pay Hartford Hospital directly. Payments may be made via check (make checks out to Hartford Hospital), or for your convenience, you may use credit or debit cards.

Please keep us informed of any address, phone, employment, or insurance changes so we can update our files.



The Billing Office may be contacted at **860-667-5480**.

Special Services

All ERN facilities, programs and activities are designed to be usable by persons with a disability. Access features include:

- convenient off-street parking with designated handicapped spots
- curb cuts and ramps connecting parking areas and buildings
- level entry into first floor with elevator access to all other floors
- fully accessible offices, meeting rooms, bathrooms, public waiting areas, and treatment areas



Also, a full range of assistive and communication aids are available without charge for persons with impaired hearing, vision, speech, manual skills, or Limited English Proficient (LEP) persons.

Some of these aids include:

- access to qualified sign language interpreters for the hearing-impaired
- assistive listening devices
- large print materials for the visually impaired
- interpreter services



If you require any special assistance, please notify your Patient Service Representative or your caregiver.

Reaching Your Goals

Many factors can impact progress towards your goals.

Medications:

- Be sure to ask your doctor or pharmacist to explain side effects of your medications
- Ask your doctor or pharmacist to explain any drug interactions
- Keep an updated medication list of all of your medications and make sure you let ALL your doctors know about ALL of your medications
- Do not discontinue your medications without consulting your doctor

Nutrition - *Proper nutrition promotes healing:*

- Make sure that you are eating a diet balanced with fresh fruits and vegetables, complex carbohydrates and protein
- Unless otherwise instructed by your doctor, stay hydrated by drinking eight 8-ounce glasses of water throughout the day



Other risk factors may impact your progress and you may want to discuss them with your doctor or therapist:

- Smoking
- Abnormal blood pressure
- Allergies
- Depression
- Change in family support



Report any of the following to your therapist:

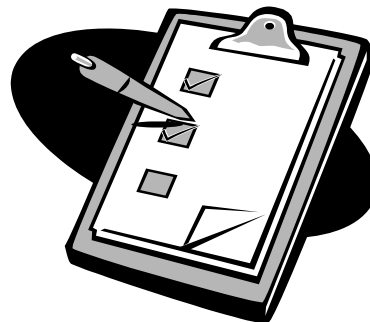
- Questions about progress towards your goals
- Difficulty following your home exercise instructions
- Confusion about activities to do or to avoid
- Increase in pain
- Concern about transitioning back to school, work or life roles

Call 9-1-1 if you are experiencing a medical emergency such as:

- Difficulty breathing
- Chest pain
- Excessive bleeding
- New numbness or tingling
- New symptom of slurred speech/difficulty swallowing

We encourage you to keep an updated medical history, a “portable profile” that is available from your patient service representative, that includes information about:

- Advance Directives
- Allergies
- Emergency contacts
- Equipment and devices used
- Hospital preference
- Immunization status
- Insurance information
- Medical diagnoses/conditions
- Medications
- Physicians
- Prosthetic and orthotic information
- Risk factors
- Swallowing function
- Vision and hearing

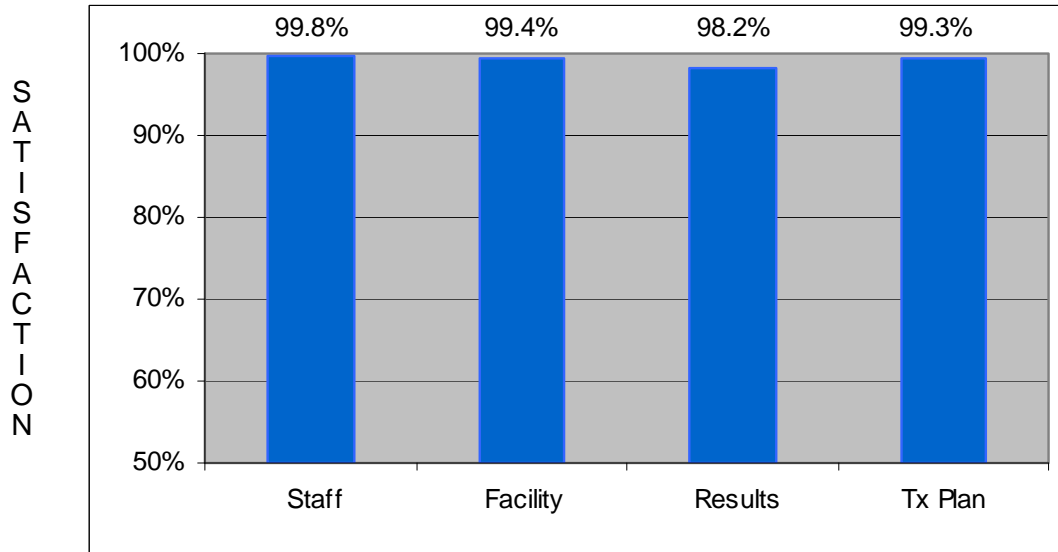


The following are some of the resources available to help you create a comprehensive medical profile:

- Medictag.com
- Medicalert.org
- OnFile.com
- Collegeparents.org

We bring out the *Best in You*

Outpatient Patient Satisfaction Results for 2008



- 99.8% of patients were very satisfied/satisfied with our **staff**
- 99.4% of patients were very satisfied/satisfied with our **facilities**
- 98.2% of patients were very satisfied/satisfied with their **rehabilitation results**
- 99.3% of patients were satisfied with their **involvement in their treatment plans**
- 89.5% of patients were completely recovered/mostly improved in their **ability to perform functional activities**
- 93.5 % of patients under the age of 18 are completely recovered/mostly improved upon discharge; 99% report being very satisfied with staff and facilities and 93% report being very satisfied with results
- 62.9% of patients were female and 37.1% were male

ERN's outcomes reporting is based on a national system of measures proven to be validated in an outpatient population. This data informs referring physicians, clinicians, patients, and payors about the results of the therapy interventions provided.

Average number of visits provided for:

neck diagnoses = 7

back diagnoses= 7

lower extremity diagnoses = 8

upper extremity diagnoses = 8

neurological diagnoses = 8

vestibular diagnoses = 6

Patient Rights -

At Eastern Rehabilitation Network, a department of Hartford Hospital, you have the right to:

- Considerate and respectful care in a safe, comfortable environment.
- Personal privacy and confidentiality.
- Be treated with dignity.
- Create an advanced directive. Know the names of health care providers and their role in your care.
- Treatment by compassionate, skilled, qualified health professionals.
- Be informed about and participate in your care and treatment plans.
- Be free from all forms of abuse or harassment.
- Request medically appropriate and necessary treatment.
- Refuse treatment as allowed by laws.
- Know what safety measures may be used during your care.
- Ask for a second opinion about your care.
- Proper assessment and management of your pain or discomfort.
- Request an interpreter.
- Review and obtain copies of your medical records.
- Receive treatment in an environment that is sensitive to your beliefs, values and culture
- Be informed about the care you will need after discharge.
- Receive information about and an explanation of your hospital bill.
- Receive notification of privacy practices (see Hartford Hospital's Notice of Privacy Practices)
- Express a complaint or grievance by contacting the Vice President of Quality at 860-667-5480.

Patient Responsibilities -

At Eastern Rehabilitation Network, a department of Hartford Hospital, these are your responsibilities as a patient:

- Give us complete information about your medical history, including any medications you may be taking.
- Tell us what you need. If you do not understand your care plan, ask questions.
- Be part of your care. It is important for you to tell us how you want to partner in your care.
- If you are not satisfied with your care, please tell us how we can improve.
- Follow our guidance in helping you get well.
- Be considerate of the rights of other patients, families and hospital personnel.
- Give us any insurance information we need to help get your bill paid and fulfill financial obligations to the hospital.
- For questions or more information about your Rights & Responsibilities, contact the Vice President of Quality at 860-667-5480.

Nondiscrimination Policy

Eastern Rehabilitation Network, a department of Hartford Hospital, does not exclude, deny benefits from or otherwise discriminate against any person on the grounds of gender, race, color, national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of its programs and activities.