



Free parking for patients and visitors.

### Physicians Regional Medical Center

Tennova Rehab Care Center  
900 East Oak Hill Avenue  
Knoxville, TN 37917  
**865-545-7763**

*Tennova Rehab Care Center is certified by the Commission on Accreditation of Rehabilitation Facilities (CARF), and The Joint Commission.*



Tennova.com  
  **1-855-836-6682**

# Tennova Rehab Care Center



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Welcome to Tennova Rehab Care Center, located at Physicians Regional Medical Center. As a patient of the rehabilitation unit, you will participate in a new and exciting phase of your recovery. You will find physical rehabilitation at Tennova is considerably different from a typical acute care hospital stay following injury or illness. We hope the time and effort you invest in our program will pay significant dividends by helping you maintain your independence and improve your way of life.

At Tennova Rehab Care Center, we believe every patient in the program can be helped in some way. Our philosophy is to build on your strengths while helping you adapt to your weaknesses. For this reason, we start by determining your present functional capabilities.

Your rehabilitation is a team effort, and we consider you and your family vital members of that team. While much of your progress will depend on your individual efforts, you can be sure the physicians, nurses and therapists on our team will be available to answer your questions, guide you in your work and assist you in every way.

## Persons Served

The rehabilitation program is designed to serve the special needs of patients who have experienced:

- Stroke
- Brain injury
- Neuropathy and myopathy
- Spinal cord injury  
(traumatic, non-traumatic, complete, incomplete, injuries at C4 and below)
- Multiple trauma
- Cardiac disorders
- Complex medical conditions
- Amputations
- Polyarthritis
- Hip fractures and other orthopedic conditions
- Neurological disorders
- Guillain-Barre syndrome
- Other physical disabilities

## Admission Criteria

- Physician referral (required)
- Completed preadmission evaluation
- Established diagnosis
- Medical stability; need for direct, ongoing physician care, including face-to-face evaluation by a physician at least three times per week
- Sufficient endurance to tolerate at least three hours of therapy a day
- Need for two therapy services, one of which must be physical therapy or occupational therapy
- Willing participation by the patient, family and/or caregiver
- Insurance approval
- No active diagnosis of psychosis or drug/alcohol dependency
- The patient is over the age of 18 or, on a case-to-case basis, as young as 15 years of age

## Scope of Services

Tennova Rehab Care Center offers:

- A 30-bed, inpatient rehabilitation center accredited by the Commission on Accreditation of Rehabilitation Facilities, located within a 410-bed acute care hospital.
- An intensive therapy program three hours per day, five days per week. Rehabilitation services are scheduled Monday through Saturday, between the hours of 8:00 a.m. and 5:00 p.m.
- 24-hour physical medicine and rehabilitation physician supervision with face-to-face meetings at least three times per week.
- Staffing patterns based upon census, diagnoses in the program, acuity and intensity of services required by each patient admitted.
- Staff competencies include, but are not limited to, functional independence measurement scoring, basic life support and discipline-specific skills checklists.
- Case management and discharge planning.
- 24-hour immediate on-site access to and results from medical, diagnostic imaging, laboratory and pharmacy services.
- Access to a continuum of outpatient therapy programs and home health services.
- During the pre-admission screening process, the patient must be willing to participate in an intensive level of therapy programming.
- The center honors diversity and the cultural needs of patients.
- While the center strives to discharge every patient back into a community environment, it recognizes that this is not always possible. It does not discriminate in patient acceptance into the program, even if it is aware that a patient will ultimately leave the program for another institutional environment, such as a skilled nursing facility. If a patient is deemed appropriate for an inpatient rehabilitation facility level of stay during the pre-admission screening and it is known he/she will be discharged from the facility to an institutional setting, that patient can still enter the

rehabilitation program.

- A variety of payer sources work with the program, including traditional Medicare fee-for-service, Medicaid, Workers' Compensation and Managed Medicare. Individuals who are self-pay may be accepted into the program following discussion with the senior administrative team of the hospital.
- The primary service area for the Rehab Care Center is Knox County. The secondary service area includes Anderson, Blount, Jefferson, Loudon, McMinn and Roane counties in East Tennessee.
- Patients who are to be admitted to the center receive information regarding their insurance coverage and, as applicable, communication that occurs between the rehabilitation program and the insurance provider.



## Meet the Rehabilitation Team

The admission coordinator will discuss the rehabilitation services and possible goals with you and your family before you enter the unit. The following team will be working with you:

- The rehabilitation physician is a specialist in rehabilitation medicine who provides medical management and supervision during your stay at the Tennova Rehab Care Center. The physician will communicate, as needed, with other physicians who may be caring for you before, during and after your stay at the Tennova Rehab Care Center.
- The nursing staff is available for you 24 hours a day, seven days a week. Each nursing shift is led by a registered nurse (RN). RNs and licensed practical nurses (LPNs) provide direct care, including physical assessment, treatment, medication and education related to your illness or injury. Nursing assistants monitor your vital signs and assist with all daily activities when you are not in therapy. Our entire nursing staff is trained to help you perform skills you will learn during your therapy sessions.
- The psychologist will provide you and your family counseling and support to assist with adjustment to your illness or impairment.
- The physical therapist (PT) will first assess your strength, endurance and functional abilities. The PT will design and carry out a program to help you achieve the fullest recovery of physical function.
- The occupational therapist (OT) will help you relearn self-care skills, such as eating, grooming, dressing, and getting to and from the bathtub. The OT may also work with you to increase your coordination, your perception of your surroundings and help you understand your future ability to use leisure time in satisfying ways, as well as helping you relax while you are at the Tennova Rehab Care Center.
- The recreation therapist will provide you with education on topics specific to your diagnosis, help you resume your leisure interests or help you develop new interests/activities, as well as prepare you to re-enter the community.



- The speech language pathologist will help you learn to communicate again if you are having difficulty using or understanding speech and language, or if you are having difficulties swallowing.
- A social worker will explain the details of your stay, help you explore the many changes in your life and coordinate your discharge.
- The registered dietitian will make sure your meals are appetizing and will teach you and your family about any dietary restrictions you may need to follow at home.
- A hospital chaplain, possessing a unique understanding of the relationship between faith and illness, will motivate and nurture you as you strive to manage your disability.

The Rehab Care team believes that by working together, we can discover the best ways to help you achieve as normal a lifestyle as possible. It is the team's goal to help you become self-sufficient, enough to return to your home and community.

*Accounts Receivable (Business Office) is available if you have questions concerning insurance or billing.*

## Accommodations/Room

Most of the rooms are semiprivate at Tennova Rehab Care Center. There are limited private rooms that are assigned by the charge nurse for patients with special needs or those requiring large equipment. Every effort will be made to place patients in rooms with compatible roommates.

## What to Bring

Your stay at Tennova Rehab Care Center will be filled with a variety of activities and therapies, and we want you to be as comfortable as possible during this time.

*You will need:*

- At least three loose fitting outfits. Try to avoid tight clothing, as these are more difficult to get on and off and may be uncomfortable during exercise.
- Several pairs of socks and undergarments.
- One pair of rubber soled, comfortable walking shoes, such as athletic shoes.
- Pajamas, robe and slippers. We prefer for patients to sleep in their personal pajamas instead of a hospital gown.
- A sweater if you are cold natured. A simple cardigan style is suggested.
- Any other items that make you more comfortable.
- **Toiletry items: soap, shampoo, powder, lotion, toothbrush, denture supplies, shaving products, comb, brush and makeup, if preferred.**

We ask that all clothing and/or personal items brought from home be marked with a permanent marker.

## Family Involvement

If needed, family members are asked to attend family training to instruct the caregiver in the necessary skills to care for the patient. These will be scheduled with your social worker. During family training, you will go through the therapy with the patient and be instructed on their care.

Family members are encouraged to participate in the daily care of the patient while they are in the unit. To maintain safe care, please refrain from performing transfers (moving the patient from a bed to a chair, etc.) until you have completed family training.

Although it is often difficult, let patients do as much as possible for themselves. This will aid in the rehabilitation process.

Staying overnight with your family member may be warranted in the following cases:

- Patient is 15 to 18 years old
- Patient is at high risk for falls or self-injury.
- The physician and Rehab Care team have determined that it is medically necessary.

## Visitation

Immediate family and primary caregivers are encouraged to visit at any time and to participate in their loved one's care, therapy and education. Extended family and friends are welcome to visit at the following times:

### Monday through Thursday

4:30 p.m. - 8:00 p.m.

### Friday

4:30 p.m. - 8:30 p.m.

### Saturday

11:00 a.m. - 8:30 p.m.

### Sunday

11:00 a.m. - 8:00 p.m.

The hours prior to visiting time are devoted to therapy and rest. After visiting hours, the patient is assisted with bathing and preparation for bed.

## Other Helpful Information

- The hospital chapel is located on the first floor of the main wing, across the hall from the Spiritual Care Department. The chapel is open to patients and visitors of all faiths as a place for private prayer and reflection from 5:00 a.m. to 10:00 p.m. daily. Catholic Mass and nondenominational worship services are held throughout the week. Refer to the schedule posted on the chapel door for times.
- There is a microwave oven located in the unit. We also have a refrigerator and invite family members to bring in favorite dishes as long as they are allowed in the patient's diet. Please label all food with the patient's last name. Please ask the nursing staff or dietitian if the food is permitted.
- There is a washer and dryer provided for your convenience. It is the family's responsibility to make sure that clothes are clean. We do not provide laundry service for personal belongings.
- Shower and/or tub baths are every other night or as the patient prefers. On the nights with no shower or tub bath, patients may do partial baths at bedside.
- Physicians Regional Medical Center is a tobacco-free campus. All tobacco products are prohibited on the campus.

## Resolution of Conflicts

We recognize that, from time to time, conflicts may arise among those who participate in hospital and patient care decisions. Whether these conflicts are between the patient or caregiver and hospital administrators, physicians or associates, we seek to resolve all conflicts fairly and objectively.

Concerns that arise regarding patient care are referred to the clinical leader, program director or the hospital patient representative. Your nursing or therapy staff can help you with the appropriate extension. In cases where mutual satisfaction cannot be achieved, the administrator on call is asked to oversee resolution of the conflict.

In the event those concerns involve ethical values, they are referred to the Ethics Committee. These concerns include but are not limited to: conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, and participation in investigational studies and clinical trials.

## Principles of Ethical Conduct

Tennova Healthcare has an Organizational Ethics Policy that establishes ethical guidelines for all associates. All persons who work at the facility share in the responsibility of observing a code of ethics, which requires truthfulness, honesty and integrity in all activities.

The goal of the Organizational Ethics Policy is to help improve patient outcomes by respecting each patient's rights and conducting business relationships with patients and the public in an ethical manner.

## Rights

Under the code of Federal Regulations, part 412.608(a), before performing an assessment of a Medicare inpatient using the IRF (Inpatient Rehab Facility) patient assessment instrument, an IRF clinician must inform the Medicare inpatient of the following rights:

- You have the right to be informed about why we are collecting patient assessment data. Patient assessment data is collected because the data helps identify your specific care needs.
- You have the right to know the patient assessment data will remain confidential and secure.
- You have the right to be informed the patient assessment information will not be disclosed to others except for legitimate purposes allowed by the Federal Privacy Act and state regulations.
- You have the right to know you can refuse to answer patient assessment data questions.
- You have the right to see, review and request changes on the patient assessment form.

We hope your stay at Tennova Rehab Care Center is a pleasant one, and that you and your family feel comfortable in asking questions or making suggestions that would improve the rehabilitation process.