



Patient Family Orientation

LovelaceUNM
Rehabilitation Hospital

Welcome to Lovelace UNM Rehabilitation Hospital!

We are pleased that you have chosen Lovelace UNM Rehabilitation Hospital for your inpatient rehabilitation needs.

This Orientation Packet is provided to help familiarize you and your family with our facility.

This Personal Health Portfolio (Blue Folder) is an important tool during your stay and after discharge. It will contain key information specific for you such as educational materials, medication information, updates on your progress and contact information for key members of your treatment team.

Please keep your folder with you in the hospital so that we can continue to add important information.

Quality is our Goal

Our goal is to help each patient reach their highest level of functional independence prior to discharging home or to another level of care.

Reaching this goal requires three things:

- Hard work and commitment from each patient
- Family/caregiver involvement throughout the patient's stay
- A highly skilled Treatment Team

We want to ensure that you and your family have an excellent experience at Lovelace UNM Rehabilitation Hospital. Feedback from our patients and their families is a vital component of our continuous quality improvement process. Please feel free to communicate any questions, comments or concerns you may have to any member of your treatment team throughout your stay.

Take A Tour:

Look us up online!

Here is a link to a YouTube video tour:

<https://www.youtube.com/watch?v=EUXdO5b2SPs>

Discharge Planning Starts Day of Admission:

- Your case manager will work with you and your family to ensure safe discharge planning to the most appropriate place.
- This will include follow up appointments with your primary care physician (PCP) and/or specialist, following your rehab stay.
- If appropriate this may also include outpatient therapy, home healthcare, or any equipment needs prior to your discharge from the hospital.
- A nurse or pharmacist will review your medications upon discharge- your medications may be different than the medication list you came with.

It's A Family Affair:

We encourage family to participate early on, often, and every step of the way! Especially if you are a designated caregiver!

- Invite Family to attend therapy sessions
- Family Conferences are also available upon request through your Case Manager
- **Parking:** Please park in the parking lot off of Elm St., enter through the **FRONT** doors - enter upper level and take elevator down to lower level
- **Visiting Hours:** 8 am - 8 pm daily
 - Visitors should sign in and wear a visitor's badge each time they visit
 - Please limit visitors to 2 persons per patient at one time

What Should You Bring To Rehab?

- Bring comfortable clothes such as sweat pants, shirts or blouses that are easy to take on and off.
- It is best to have several outfits on hand so you can change if your clothes become soiled.
- Ask family or friends to help with your laundry while you are in rehab.
- Your shoes should be well-fitting, with good support and have non-slip soles (we don't want you to slip and fall).

*******Please leave your valuables at home*******

How We Care For You:

- 24 hour medical management by our medical staff
- Specialized nursing care provided 24 hours a day by our rehabilitation nursing staff
- A combination of at least two of the following therapies:

Physical Therapy, Occupational Therapy, and/or
Speech Language Pathology

**Therapy sessions will total 15 hours over 7 days – view your therapy schedule on the large schedule board on each unit*

- Discharge planning with Case Managers

Attending Therapy/ 3 Hour Rule:

- To be considered as a patient at a rehabilitation hospital you must be able to tolerate 15 hours of therapy over 7 days. This is usually delivered 3 hours per day over 5 days.
- The therapists will be very persistent about having you participate in therapy. We want you to improve and discharge home. If for some reason you miss therapy due to illness, there is the option of completing 15 hours over 7 days.

Your Healthcare Team

- Experienced Rehabilitation Physician
- Physician Assistants and Nurse Practitioners with specialized training in the needs of rehabilitation patients
- Nurses with specialized training in the needs of rehabilitation patients
- Physical Therapists - PT
- Occupational Therapists – OT
- Speech Therapists - SLP
- Case Managers
- Pharmacist and Pharmacy Technician
- Registered Dietician
- Respiratory Therapists (if applicable)

Meet Your Healthcare Providers



Dr. John Henry Sloan
Inpatient Medical Director



Dr. Wallace Gladden



Loc Do, PA-C

Meals/Diets:

**Meal Times: Breakfast 8:00 a.m., Lunch 12:00 p.m.,
Dinner 5:00 p.m.**

- Caloric intake is important when you are working so hard in therapy
- Work with our dietician to understand any new diet restrictions
- Some patients are on special diets that require their liquids to be thickened. Be careful about offering water to another patient

***We strongly encourage that you go to the
dining room for all your meals***

Know Your Medications:

- Your medication will most likely be different in name and dosage from what you were taking prior to entering the hospital.
- When you get home DO NOT revert back to your old medication routine. Take your new medication and new dosages as prescribed upon discharge.
- We encourage you to ask any questions about medications throughout your stay.

Call Don't Fall

Use your call light

EVERY time you want to get out of bed or go to the bathroom.

It is our pleasure to serve you!



SHHH...Silent Hospitals Help Healing

We are working to create a quiet environment to improve patient healing.

Some noise is to be expected, like call lights ringing and monitors beeping; however our goal is to keep it as quiet as possible so our patients can rest.

From 10pm – 5am, we ask all staff, patients and visitors to help us maintain a quiet healing environment.

Nurses Stations – 200 Unit – 505.727.4870

400 Unit – 505.727.4860

Lovelace Spiritual Care: Ph. 727-2700

Chapel is available 24/7 for spiritual needs

Chapel is located on 300 Unit near room 301

Prayer books available for free in Chapel

Volunteer chaplaincy program led by one full-time employed chaplain

Eucharistic ministers available daily for Catholic prayer and communion services upon request

Non-Catholic communion services are available during regular business hours Mon. – Fri. with 24-48 hours advanced notice

For after-hours requests, please contact your local congregation

Expectations:

- Get dressed every morning
(with help as needed)
- Go to the dining room for all meals –
(family members and friends may join you)
- Rest during the day, between therapies
- Participate in daily living activities –
showers, dressing, etc. *(with help as needed)*
- *Ask Questions, about Medications, about your care, or
discharge plan*
- *Call Don't Fall – We are here to help ensure your safety*

Your Responsibility:

- You are responsible for your own belongings such as glasses, dentures, cell phone, laptop computer, etc. Please take special care of those items.
- If you need to store valuable items, we do have a safe available or you may choose to send those items home with family or friends.

Case Management:

Valerie Divett – 505.727.4734

Megan Lightle – 505.727.4726

Karen Ramos – 505.727.4724

***Lovelace UNM Rehabilitation Hospital is a
Tobacco Free facility!***

**PATIENTS, FAMILY MEMBERS NOR OTHER VISITORS
ARE ALLOWED TO SMOKE ON FACILITY PROPERTY.**

***No E cigs, chewing tobacco, or other tobacco
products are allowed.***



Diagnostic Services:

- Labs – Tricare - Our nurses and patient care techs are trained to provide blood draws on site and can generally have results within about 2 hours.
- X-rays, MRIs, CT scans, Ultrasound – Lovelace Radiology. Results are available for nurses and physicians to view within 24 hours for a routine diagnostic test and 4 hours for an emergent diagnostic test.
- Pharmacy – Lovelace UNM Rehabilitation has a Pharmacist onsite during business hours and available 24 hours a day on campus via Lovelace Medical Center.
- Dialysis – provided onsite by Davita Medical
- **NO EMERGENCY ROOM ONSITE –in case of an emergency, patients will be transported to the nearest appropriate emergency room**

Services:

Service	Availability on Site	Capacity	Timeliness of Response to Orders	Timeliness of Results to Clinician
Medical Services	Provided by Dr. John H. Sloan and extended providers	Available to all patients	24 hours a day via an on call schedule	Within 30 minutes
Diagnostic Imaging	X-rays and Ultra sound are done on site by radiology techs from Lovelace Medical Center CT Scan and MRI-the patient is transported to Lovelace Medical Center	Available to all inpatients	2 hours	Results of non-stat order 24 hour turn around time STAT orders 4 hour Turn around time
Laboratory Services	Provided by Tricore @ Lovelace Medical Center-Contracted Phlebotomy provided by Rehab hospital staff and delivered to Lovelace Medical Center	Available to all inpatients	2 hours	Report by 9:00am-95% of the time
Pharmacy Services	Onsite Pharmacy Pharmacist available M-F 8am-8pm After hours on call via Lovelace Medical Center	Available to all inpatients	2 hours	N/A

Lovelace UNM Rehabilitation Hospital Outpatient Therapy:

Lovelace UNM Rehabilitation Hospital- Physical Therapy (PT),
Occupational Therapy (OT) and Speech Language Pathology
(SLP)

Lovelace UNM Outpatient Rehabilitation-Wyoming
-Paseo and Wyoming

Lovelace UNM Outpatient Rehabilitation - Rio Rancho
-Enchanted Hills

Lovelace UNM Outpatient Rehabilitation - Santa Fe
-across from St. Vincent's

Lovelace UNM Outpatient Rehabilitation – Jemez
- in Jemez Pueblo Senior Citizen's Center

Your Leadership Team

Chief Executive Officer

David Mork

Chief Nursing Officer

Melissa Owens

Chief Financial Officer

Matt Maes

Director of Therapy Services

William Clark

Director of Clinical Operations

Carolyn Sena, RN

Director of Quality

Erin Foster

Nurse Manager

Hope Gabbert

Inpatient PT/OT Manager

Carla Neiswender

Speech/Language Pathology Manager

Jennie Duran

Patient Page-Information at a Glance

Patient Room Number	
Patient Room Phone Number	(505) 727 -
Case Manager	
Case Manager Phone Number	
Visiting Hours	8:00am-8:00pm Limit 2 visitors per room

Family Page-Information at a Glance

Patient Room Number	
Patient Room Phone Number	(505) 727 -
Case Manager	
Case Manager Phone Number	
Visiting Hours	8:00am-8:00pm Limit 2 visitors per room

Family members-please tear this page off and keep for your information.

