

Your Guide to Rehabilitation



California Pacific Regional Rehabilitation Center



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You're in Good Hands

Welcome to the California Pacific Regional Rehabilitation Center at CPMC. Your care and recovery are our top priorities.

CPRRC has earned the Joint Commission's Gold Seal of Approval, and we've maintained multiple accreditations by the Commission on Accreditation of Rehabilitation Facilities for decades. As a leader in specialized acute rehabilitation, we provide innovative programs and outstanding clinical outcomes.

Please feel free to ask questions anytime. We're committed to helping you have a positive experience and, most important, achieve your goals.



Our Commitment to You

At Sutter Health, our vision is to be the most comprehensive, integrated and connected health system for getting and staying well.

Our Values



Excellence

We deliver high-quality, equitable care, have courage to take on the toughest challenges and model stewardship.



Curiosity

We are constantly learning and creating new ways to advance healthcare.



Teamwork

We collaborate with humility and solve for One Sutter.



Compassion

We show empathy and understanding in every personal interaction.



Inclusion

We respect and celebrate our differences and similarities and cultivate a sense of belonging.



Integrity

We earn trust by doing the right thing and delivering on our commitments.

What To Know Before You Arrive

Insurance and Authorizations

Before you're admitted, the admission coordinator will:

- Confirm your insurance coverage.
- Get any required preauthorizations.
- Give you an explanation of benefits.
- Discuss what your costs (if any) will be.

How Long You'll Stay

Rehab needs differ widely based on medical conditions and limitations. How long you'll stay depends on your goals, progress and other factors.

When you arrive and after all evaluations, your case manager will talk with you about your expected discharge date. Then you'll get weekly updates as your recovery progresses.

Discharge Planning

Preparation for going home starts even before you're admitted, during your preadmission interview with your intake coordinator. Discussion continues after you arrive and includes you, your family or friends and your rehab team.

Visitors

We welcome visitors while you're here, but keep in mind you'll be busy throughout the day. Visitors should call the nursing unit (see Phone Calls, next page) to coordinate a time that works with your rehab schedule.

When clinically appropriate, one family member can spend the night with you in your room. We'll provide a cot with linens and blankets.

What To Bring

You'll wear your own clothing while here. Bring comfortable items you can layer.

- Three to five button-up or pullover shirts.
- Two pairs of loose-fitting pants or shorts.
- Two pairs of sweatpants and sweatshirts.
- Three to five T-shirts.
- Pajamas and robe.
- Five to seven underwear.
- Five to seven pairs of socks.
- Slippers with nonskid soles.
- Supportive shoes or sneakers. (No flip-flops or sandals.)
- Glasses, dentures, hearing aids and batteries.
- Your preferred toiletries.
- Phone or computer with chargers.
- Personal comfort items, such as photos or a favorite pillow.

Meals

We provide all meals and snacks. For your safety, your nurse needs to clear any food that's brought in from outside.

Medications

While you're here, you'll take only medications prescribed by your CPRRC team.

Please bring a list of everything you were taking before you were hospitalized. Include prescription meds, vitamins, herbal remedies and over-the-counter medications. Your team will make sure they're all accounted for and you have all the medications you need when you go home.

Valuables

Don't bring cash, credit cards, jewelry or other valuables. If you want money on hand, please ask your nurse to check it into security when you arrive. Security staff can deliver any items while you're here.

Internet Access

We provide free wireless internet access. Use the network SHGuestNet.

Phone Calls

Family and friends can reach you and get updates via:

- Hospital: 415-600-6000
- 1 North Nursing Station: 415-600-5340
- 2 North Nursing Station: 415-600-5380

Mailing Address

CPMC Davies Campus
1 North/2 North
601 Duboce Ave.
San Francisco, CA 94117
Patient Name:

Laundry

Please label all your clothing. Your family or caregivers may need to take, wash and return your clothes during your stay. If appropriate, doing laundry may be part of your therapy.

Voting

If you're hospitalized during an election, we can help. CPMC Davies Campus is a designated polling place for all local, state and national elections.

If you're registered to vote and a San Francisco resident, you can cast a provision ballot here or drop off your Vote By Mail ballot at the Davies polling site.

If you're not a San Francisco resident but are registered elsewhere, let us know if you'd like help with voting. Requirements vary from county to county, so be sure to allow us plenty of time.

Tobacco, Alcohol and Drugs

We're a substance-free campus. Tobacco products, alcohol and recreational drugs are not permitted anywhere. Abuse of these policies by you or visitors can jeopardize your stay.



What To Expect While You're Here

Your Rehab Team

You're the center of your rehab team. Your support network of family and friends are also important team members. During your stay, we'll work together to get you to your highest level of ability. The key goal is to maximize your functional independence.

Your team may include:

- Rehab doctor (physiatrist).
- Internal medicine doctor (hospitalist).
- Nurses.
- Physical therapist.
- Occupational therapist.
- Speech therapist.
- Activities therapist.
- Neuropsychologist.
- Case manager.
- Dietitian.
- Respiratory therapist.

When you're admitted and again before you're discharged, we'll evaluate your abilities, including:

- Cognitive skills, including memory, problem solving and attention.
- Expressing yourself through talking and writing.
- Comprehension of what you hear and read.
- Swallowing.
- Eating.
- Grooming.
- Bathing.
- Dressing your upper and lower body.
- Toileting.
- Bladder and bowel management.

- Transfer between bed, chair, toilet and tub or shower.
- Walking indoors and outdoors.
- Using a wheelchair indoors and outdoors.
- Going up and down stairs.
- Getting in and out of a car.

Your Daily Schedule

We'll give you your therapy schedule the evening before your next day's sessions. We'll place sessions throughout the day with breaks and rest periods. Sometimes your schedule may change; if that happens, we'll do our best to let you know in advance.

Safety

- Follow all instructions from your doctors, nurses and therapists.
- Immediately report any unusual events or changes in your condition.
- Use the call button in your room anytime you need help and until cleared for independent activities.
- Don't adjust medical equipment or devices on your own.
- We have regularly scheduled safety drills. Don't be alarmed; just follow instructions. Staff is prepared and will make sure you're safe.

Your Rehab Process

Understanding your plan will help you know what to expect. Details may vary based on your circumstances, but here's a general overview. We'll also give you an education binder. This binder will have information specific to you and your program.

Days One and Two

You'll participate in evaluations with team members and work with them to develop your goals.

During Your First Week

- During the first team conference, we'll develop your detailed plan of care, including your goals and expected length of stay.
- After the first team conference, your case manager will meet with you to review your plan of care.
- You'll have 15 hours of therapy.
- You'll learn about your diagnosis and how to manage your health.
- We'll continue to prepare you and your family for your discharge.

Weekly During Your Stay

- You'll continue to have at least 15 hours of therapy each week.
- We have formal team conferences every week. We also often meet informally to discuss your care throughout your stay.
- We'll continue discharge preparation, including identifying any equipment you'll need.
- Your team will discuss services you may need after discharge and your preference for where to get those services.
- We'll hold family or caregiver meetings and training, if requested or needed.
- Your case manager will help you with paperwork such as Family Medical Leave Act (FMLA), disability, etc.

Peer Support

We offer visitation and support groups with people who've had similar experiences to yours. Please talk to your case manager, nurse or therapists if interested.

Spiritual Care

A chaplain is available 24/7. The chapel and meditation space is a resource for everyone. If you'd like to speak with a chaplain or visit the meditation space, please ask any team member.

Ethics

The ethics committee can help you explore and resolve complex issues that may arise while you're here. The group includes doctors, nurses, chaplains and other healthcare professionals. To request a consultation, please talk with a rehab team member.



Getting Ready To Go Home

Final Week of Your Stay

Before you leave, we'll:

- Order and arrange for equipment delivery.
- Order medications from your pharmacy, 24 hours before discharge if possible.
- Make referrals for additional services, such as home health or outpatient facility.
- Make a follow-up appointment with your primary care physician.
- Train your family or caregiver if needed.

The day before discharge, your team will review your discharge instructions with you.

Discharge Day

You'll have a final therapy session, which may include caregiver training, as needed.

In your After-Visit Summary, we'll give you and your family or caregiver written information on:

- Safety.
- Prescribed medications.
- Follow-up appointments.

After Your Discharge

- Your case manager is available to you any time after your discharge, be it a week, a month or a year. If you have any concerns, please reach out to your case manager or the rehab program manager at 415-600-6153. We'll help you get the answers you need.
- Three to five business days after you leave, your case manager will call you to check in.
- Two to four weeks after your discharge, we may call to check your status and see if you've maintained your rehab gains.
- Three months after discharge, an independent organization may call to get information on your post-hospital status. This unbiased data collection helps us develop and improve our programs.

Your Rights

As an active participant in your care, you have the right to the information and resources you need. For more about Patient Rights and Responsibilities, visit **sutterhealth.org/for-patients/patient-rights-responsibilities**.

Let Us Know

Your feedback matters. If we didn't meet your expectations — or if someone went above and beyond to help you — we want to know.

- Submit comments at **sutterhealth.org/contact-us**, inform any staff person or tell the program managers directly.
- Rehabilitation program manager: **415-600-6153**.
- Patient relations: **415-600-6634**.
- Joint Commission: **630-792-5800**, **jointcommission.org**
- California Department of Public Health: **415-330-6353** or **800-554-0353**, **cdph.ca.gov**
- U.S. Department of Health and Human Services: **415-437-8310** or TDD **415-437-8311**, **hhs.gov/ocr/hipaa**



Notes

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California Pacific Regional Rehabilitation Center

CPMC

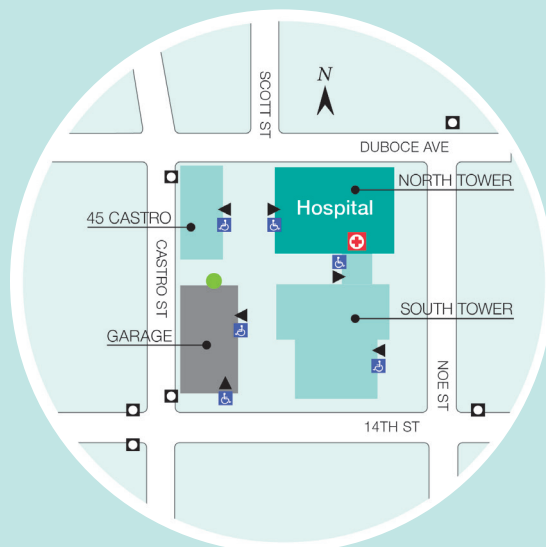
601 Duboce Ave.

San Francisco, CA 94117

sutterhealth.org



View from a patient room



- ▲ ENTRANCE
- ♿ ADA ENTRANCE
- ⛔ EMERGENCY
- ◼ PUBLIC TRANSIT
- PARKING ENTRANCE