ECU HEALTH

General Medicine Program

The General Medicine Program uses a team approach to help individuals regain as much function as possible and adapt physically to limitations of their activities.

Referral information

For more information about the Rehabilitation Center, please give us a call or visit our website.

2100 Stantonsburg Road, PO Box 6028
Greenville, NC 27835-6028

Referrals can be made by calling toll free 800-219-8850 or 252-847-7649.

252-847-8222 fax

ECUHealth.org/Rehab

Data Collection Information Summary for Patients in Inpatient Rehabilitation Facilities

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

As a hospital rehabilitation inpatient, you have the privacy rights listed below.

- **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.

In addition, you may ask the Centers for Medicare & Medicaid Services to see, review, copy or request correction of inaccurate or missing personal identifying health information which this Federal agency maintains in its IRF-PAI System of Records. For CONTACT INFORMATION or a detailed description of your privacy rights, refer to the attached PRIVACY ACT STATEMENT – HEALTH CARE RECORDS.

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.

This is a Medicare & Medicaid Approved Notice.

Source: Centers for Medicare & Medicaid Services

25-SL-025 05/06

The program's unit provides medical and rehabilitation nursing care 24 hours a day, seven days a week. It is designed to care for the general rehabilitation population.

How we can help

Individuals with many different diagnoses are admitted to the program:

- Amputations of the lower extremity
- Generalized deconditioning (both medical and surgical)
- Musculoskeletal impairments (fractures, arthritis, joint replacements)
- Neurologic impairments (multiple sclerosis, neuropathies, amyotrophic lateral sclerosis)
- Stroke
- Debility/deconditioning

Persons in this program may need help with walking, bathing, dressing, controlling bowel or bladder, toileting, communicating, swallowing, thinking, memory and making decisions.

The medical conditions typically managed in this program may include high blood pressure, high cholesterol, diabetes, pain, cardiac disease, respiratory disease, pressure injuries, wounds and/or prevention of deep vein thrombosis. Persons served in this program may have difficulty returning to life activities such as shopping, going to church, sports or other types of recreation and community events.

Continuum of care

Our center is part of a major academic health system that offers a full range of medical, diagnostic, laboratory, pharmacy and other services on site.

Medical specialists are available for emergency (within one hour), urgent (within four hours) and routine (within 12 hours) consultations. Our diagnostic, laboratory and pharmacy orders are transmitted real time through the hospital electronic system. Regularly scheduled follow-up services are provided through outpatient clinics.

Team approach

Families are important members of the team. The rehabilitation case manager/social worker will be the main contact person to discuss needs, progress and plans for discharge. He or she will arrange services for follow-up care and help with information about local resources patients and families may need during their stay. Cultural and spiritual beliefs, goals and preferences will be an important part of the plan.

A dedicated interdisciplinary team follows each individual through their rehabilitation program. Treatment team members are available as needed and may include:

- Medical family therapist
- Nutritionist
- Occupational therapist
- Physical therapist
- Recreational therapist
- Rehabilitation case manager/social worker
- Rehabilitation nurse
- Rehabilitation physician
- Speech-language pathologist

Team members, in collaboration with the patients and families, develop a holistic treatment plan that addresses the physical, cognitive, behavioral, cultural, leisure and educational needs including:

- Activities of daily living
- Bowel and bladder continence
- Communication and cognition
- Community re-entry
- Coping and adjustment to disability
- Family and caregiver training
- Medication management
- Mobility
- Swallowing

Other available services include:

- Audiology
- Aquatic therapy
- Assistive technology
- Language interpreters
- Neuropsychologist/psychologist
- Nutritional services
- Orthotics and prosthetics
- Pastoral services
- Respiratory therapy
- Substance abuse counseling
- Vocational rehabilitation

Education about stroke, amputation and disability adjustment, diabetes and other medical issues may include individual or group sessions, printed material, informal instruction and hands-on practice of skills needed for success following discharge. It is extremely important that families and caretakers participate in training to be prepared to care for their loved one when discharged. Education about prevention of further injury is an important part of the treatment program, particularly for family and caretakers.

To make a referral

We accept referrals from physicians, case managers, social workers, therapists, other types of health care providers and representatives of the

patient. Referrals are considered on an individual basis, and each potential inpatient is evaluated by a rehabilitation preadmission nurse and a rehabilitation physician prior to admission.

For additional information or to make a referral for inpatient services, contact the Rehabilitation Center's Admissions Department between the hours of 8 a.m. and 4:30 p.m., Monday through Friday, toll free 800-219-8850 or 252-847-4345.

General admission criteria

Persons admitted to the center must meet the following general criteria:

- Be at least 18 years old or an emancipated minor
- Be able to participate in at least three hours of therapy per day, five days per week
- Have medical and nursing needs that require an inpatient admission
- Have two or more limited functions that require a planned program with an interdisciplinary team approach
- Have potential functional and cognitive recovery
- Have the support and involvement of family

Persons with the following conditions are not eligible for admission:

- Cardiac or hemodynamic monitoring required
- Primary diagnosis of alcohol or other substance abuse
- Psychiatric disorder that prevents the person from taking part in a rehabilitation program

Continuing stay criteria

To continue a successful inpatient rehabilitation program, persons served must:

- Continue to have medical and nursing needs that require an inpatient stay
- Be participating in three hours of therapy daily
- Be demonstrating progress in the therapy program

Transition and discharge criteria

An individual will be discharged when one or more of the following happens:

- Needs can be best served and resources will be conserved at another level of care
- 24-hour medical care is no longer needed
- Discharge goals have been met; there is no further demonstrated improvement with therapy
- Cannot participate in three hours of therapy per day
- Chooses not to participate in the program

Financial arrangements and referrals

We accept any type of funding including Medicaid and Medicare. We work with insurance providers on a case-by-case basis. No individual is denied admission based on the ability to pay. We will assist individuals with limited financial coverage to identify additional financial resources. A disclosure of fees may be obtained by contacting our Central Billing Office at 252-847-4472.

Other resources

- **American Stroke Association:** 1-888-4-STROKE
- **North Carolina Stroke Association:** NCStroke.org
- **Stroke Support Network:** 252-847-0571
- **Amputee Coalition of America:** Amputee-Coalition.org toll free 888-267-5669
- **Eastern NC Amputee support group:** 252-847-5845
- **Disability Advocates and Resource Center (DARC):** 252-355-6215

Whom did we serve?

General Medicine Rehabilitation Program | 10/1/2023 – 9/30/2024

	Orthopedic conditions	Neurological conditions	General rehabilitation
Number of persons served	225	100	365
Average age	67.05	54.57	68.35
Average number of days in rehabilitation	11.67	11.93	11.01
Average number of therapy hours per treatment day	3.04	3.06	3.01
Average number of therapy days per treatment week	5.12	5.08	5.08
Where patients went at discharge			
Community Skilled nursing facility Return to hospital Other	79.56% 12.00% 8.44%	85.00% 8.00% 6.00% 1.00%	80.77% 6.59% 12.36% 0.27%
Unplanned transfers to acute medical facilities: 10.53%			
Patient satisfaction with rehabilitation program	94.56% of our patients reported they would recommend this program to a friend or family.		

ECU Health Rehabilitation Center
General Medicine Program

GRI _____

Your physician: _____
Your case manager: _____
Your management team: Cindy Clements, MSW, LCSW, program manager
Jim Cotie, BSN, RN, nurse manager

GRII _____

Your physician: Matthew Parker, MD
Your case manager: _____
Your management team: Cindy Clements, MSW, LCSW, program manager
Jim Cotie, BSN, RN, nurse manager

Your personal information

Estimated length of stay: _____ days

How long you are in our program depends on your progress.

Services provided: Physician specializing in rehabilitation medicine daily visits

Nursing care: 24 hours a day

Physical therapy: _____ hour(s) per day, five to six days per week

Occupational therapy: _____ hour(s) per day, five to six days per week

Speech therapy:_____ hour(s) per day, five to six days per week

Additional services: ☐ Recreation therapy ☐ Medical family therapy ☐ Respiratory therapy ☐ Orthotics ☐ Other: _____

Therapy may begin as early as 6:30 a.m. to address activities of daily living and typically ends by 4 p.m. Please let therapists know if there are particular scheduling requests.

The insurance/financial coverage you have for this rehabilitation stay is as follows:

☐ Medicare Part A
☐ Medicare Part B for physician services
☐ Medicare Managed Care
☐ Humana Gold ☐ United Health Care Advantage ☐ Blue Cross Blue Shield Medicare Advantage
☐ Medicaid
☐ Medicaid Carolina Access
☐ Aetna
☐ Blue Cross Blue Shield of NC
☐ Blue Cross Blue Shield out of state: _____
☐ MedCost
☐ Tricare Humana
☐ Commercial Other: _____
☐ Managed Care Other: _____
☐ Workers Compensation: _____
☐ Other Payer: _____
☐ No identified third party payer: *Your case manager will assist you in applying for Medicaid benefits if eligible.*

Payment for continued rehabilitation services is dependent upon meeting the criteria set forth by the payer. If you would like more information concerning your insurance coverage, please contact your rehabilitation case manager.