

# A GUIDE FOR PATIENTS AND CAREGIVERS



**Main Line Health**<sup>®</sup>  
Bryn Mawr Rehab Hospital

# WELCOME TO MAIN LINE HEALTH

Dear Patient,

You are about to embark on a new phase of recovery at Bryn Mawr Rehab Hospital, part of Main Line Health. Your recovery to this point has focused on healing. It is our job to help you regain your independence.

Your rehabilitation team has been carefully chosen to help you achieve positive results and success.

Whether you are in our stroke program, our brain injury program, spinal cord, orthopaedic or medical rehabilitation programs, your rehabilitation team will remain dedicated to helping you throughout your stay with us. Your day will include therapy designed to help you gain as much independence as possible.

We know you will have questions during your stay. This guide is designed to answer some of your questions. If you have additional questions after reading this guide, please ask any member of our staff. We will be happy to respond.

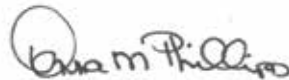
On behalf of the entire staff, thank you for entrusting Main Line Health with your health care. We extend our very best wishes for your good health.

Sincerely,



**Jack Lynch, FACHE**

President and Chief Executive Officer  
Main Line Health



**Donna M. Phillips**

President  
Bryn Mawr Rehab Hospital

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A Guide for Patients and Caregivers is also available online as a downloadable PDF at [mainlinehealth.org/patientguide](http://mainlinehealth.org/patientguide).

## ABOUT US



### About Main Line Health

Founded in 1985, Main Line Health is a not-for-profit health system serving portions of Philadelphia and its western suburbs. Main Line Health's commitment—to deliver advanced medicine to treat and cure disease while also playing an important role in prevention and disease management as well as training physicians and other health care providers—reflects our intent to keep our community and ourselves well ahead. A team of more than 10,000 employees and 2,000 physicians care for patients throughout the Main Line Health system.

At Main Line Health's core are four of the region's most respected acute care hospitals—Lankenau Medical Center, Bryn Mawr Hospital, Paoli Hospital and Riddle Hospital—as well as one of the nation's recognized facilities for rehabilitative medicine, Bryn Mawr Rehabilitation Hospital.

The Main Line Health system also includes Mirmont Treatment Center for drug and alcohol recovery; Main Line Health HomeCare & Hospice, which includes skilled home health care, hospice and home infusion services; Main Line Health Centers, primary and specialty care, lab and radiology, and other outpatient services located in Broomall, Collegeville, Concordville, Exton and Newtown Square; Lankenau Institute for Medical Research, a biomedical research organization; and Main Line HealthCare, one of the region's largest multispecialty physician networks.

### About Bryn Mawr Rehab Hospital

Bryn Mawr Rehab Hospital, a member of Main Line Health, is a leader in the field of physical medicine and rehabilitation. The 148-bed, not-for-profit hospital offers the full continuum of rehabilitation services, including acute inpatient care, as well as outpatient services for adults and adolescents. The range of illnesses and injuries treated at Bryn Mawr Rehab Hospital includes traumatic, mild traumatic and non-traumatic brain injury, stroke and other neurological disorders, spinal cord injury and amputee and orthopaedic injuries and illnesses. In addition, Bryn Mawr Rehab provides rehabilitation services at convenient outpatient

locations in the western suburbs of Philadelphia. The hospital has also achieved Magnet® designation, the nation's highest distinction for excellence in nursing care.

For more information about Bryn Mawr Rehab Hospital, visit [mainlinehealth.org/rehab](http://mainlinehealth.org/rehab).

### External quality review

In conjunction with internal quality improvement activities, many external quality review organizations make regular on-site visits to our facility specifically to evaluate patient care and safety. Hospital-accrediting bodies, including The Joint Commission (TJC) and the Commission on the Accreditation of Rehabilitation Facilities (CARF), the Pennsylvania Department of Health and others, regularly visit our facility. We are proud of the fact that Bryn Mawr Rehab Hospital always receives excellent ratings and accreditations from these organizations.

### Our mission

Our mission is to provide a comprehensive range of safe, high-quality health services, complemented by related educational and research activities, that meet the health care needs and improve the quality of life in the communities we serve.

### Our vision

Be the health care provider of choice in leading and optimizing the health of all in our communities.

### Our values

- **Safety**—Deliver care that is free of harm or injury
- **Communication**—Seek and share information through meaningful engagement
- **Compassion**—Be present and caring
- **Diversity, Respect and Inclusion**—Commit to advancing an environment of cultural competence and universal respect
- **Excellence**—Set and achieve high standards
- **Innovation**—Discover better solutions every day and embrace change
- **Integrity**—Do the right thing
- **Teamwork and Systemness**—Work together to achieve common goals

# TELEVISION AND INTERNET

## Television listing

Televisions are provided in each patient room. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime.

<b>2</b> MeTV—Wilmington	<b>28</b> Unimas	<b>58</b> Spike
<b>3</b> CBS Philadelphia	<b>31</b> Channel Guide	<b>59</b> USA
<b>4</b> WACP	<b>39</b> TCN	<b>60</b> FX
<b>5</b> Fox 29	<b>40</b> CSN	<b>61</b> TLC
<b>6</b> ABC	<b>43</b> ESPN	<b>62</b> HGTV
<b>10</b> NBC	<b>44</b> ESPN2	<b>63</b> TBS
<b>12</b> PBS	<b>45</b> NBC Sports	<b>64</b> TNT
<b>13</b> CW	<b>46</b> Golf	<b>65</b> A&E
<b>15</b> WFMZ-AN	<b>47</b> CNBC	<b>66</b> Food Network
<b>16</b> Univision	<b>48</b> Fox News	<b>67</b> MTV
<b>17</b> PHL 17	<b>49</b> CNN	<b>68</b> Lifetime
<b>18</b> WGTW	<b>50</b> CNN HN	<b>69</b> Cartoon Network
<b>20</b> MindTV	<b>51</b> MSNBC	<b>70</b> AMC
<b>21</b> WMCN-AN	<b>52</b> The Weather Channel	<b>71</b> Comedy Central
<b>22</b> WZPA	<b>53</b> The Discovery Channel	<b>72</b> Bravo
<b>23</b> New Jersey News Network	<b>54</b> Nickelodeon	<b>73</b> Syfy
<b>24</b> Telemundo	<b>55</b> Disney	<b>74</b> BET
<b>25</b> TV51	<b>56</b> ABC Family	<b>75</b> VH-1
<b>26</b> ION	<b>57</b> History	<b>76</b> FS1
<b>27</b> PBS		<b>77</b> E!

## Wireless internet service

We are pleased to offer our patients and families wireless internet access. Most devices will pick up the wireless connection as soon as you turn them on. Connect to the **mlhguest** network, open your web browser and select Accept Terms of Use to register and be directed to [mainlinehealth.org](http://mainlinehealth.org).

Once registered, you can browse the internet to any website you like. For security reasons, the system automatically clears all registrations every 24 hours. Please note that there is no encryption or security on the network, so be careful when deciding whether to transmit personal or confidential information.

## DURING YOUR STAY WITH US



We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

### Advance directives

Advance care planning, also known as advance directive, living will, personal directive, medical directive or advance decision, is a process that defines your goals and wishes as they relate to health care. By having an advance directive, you can help clinicians and loved ones understand your needs and wishes in the event you are unable to communicate for yourself. Main Line Health provides all patients with a six-step advance care planning guide to help you with this process. To learn more, talk to your doctor or visit [mainlinehealth.org/acp](http://mainlinehealth.org/acp) to download our free advance care planning guide.

**Note:** You must provide a new advance directive each time you are readmitted or you must validate that any advance directive the hospital may have on file for you from a previous hospital admission is your most up-to-date document. In this way, you ensure the hospital has your most current information.

### Interpretation services

Stratus video remote interpretation provides access to interpreters for more than 200 languages including American Sign Language. Please notify your nurse if you need interpretation. Amplified handsets and telecommunications devices for the deaf (TDD) are also available.

## Pain management

Your doctors, nurses and other caregivers want to help relieve your pain. It's important for them to know about your pain and whether your pain is improving or getting worse, and whether your medications are working or not. That's why they will constantly ask questions about your pain—because pain changes over time, or your pain medicine may not be working. Be sure to tell them that you have pain, even if they don't ask.

You may find some of these words useful in describing your pain:

- Aching
- Bloating
- Burning
- Comes and goes
- Constant
- Cramping
- Cutting
- Dull
- Numbing
- Pressing/pressure
- Pulling
- Radiating
- Searing
- Sharp
- Shooting
- Soreness
- Stabbing
- Throbbing
- Tightness

If you are taking pain medicine—whether over-the-counter or prescribed by a doctor—this should be included on your list of medicines or medication card. Even pain medicine that you will take for a short time should be listed with all of your other medicines.

## Different ways to manage pain

There are other ways to treat pain without taking medicine. Your doctor will work with you to find out what works best for you depending on your illness or condition and how much pain you have. Some other treatments for pain are:

- Acupuncture, which uses small needles to block pain
- Taking your mind off pain with movies, games and conversation
- Electrical nerve stimulation, which uses small jolts of electricity to block pain
- Physical therapy
- Exercise
- Hypnosis
- Heat or cold
- Massage
- Relaxation



## Questions to ask your caregivers about your pain medicine

- What pain medicine is being ordered or given?
- What are the doses and times that the medicine needs to be taken?
- How often should I take the medicine?
- How long will I need to take the pain medicine?
- Can I take the pain medicine with food?
- Can I take the pain medicine with my other medicines?
- Should I avoid drinking alcohol while taking the pain medicine?
- What are the side effects of the pain medicine?
- What should I do if the medicine makes me sick to my stomach?
- What can I do if the pain medicine is not working?
- What else can I do to help treat my pain?
- Will I become addicted?

## Medication safety

It is important to talk with your doctor up front about how long you will need to take narcotic pain medication (e.g., opioids such as hydrocodone and oxycodone). Please do not take your medication in higher doses or for longer than necessary to treat your pain. If you have or have had a substance use disorder, be sure to talk to your doctor about your concerns. We want you to be as comfortable as possible while also keeping you safe.

Substance use disorder is a condition in which the misuse and/or overuse of substances can lead to chemical dependency or the inability to stop, cut down and control your usage despite several attempts. This is characterized by symptoms of physical withdrawal, thought impairment and disruption in behavior as well as consequences within relationships, family and life balance. Prolonged use of substances will inevitably lead to dependency due to the impact on brain chemistry. Using alternative techniques to narcotic medications can significantly reduce your risk for long-term reliance on prescription narcotics.

When you return home, if you have pain medication left over, **please discard it safely at a designated medication disposal location**, rather than leaving it in your medicine cabinet.

## Clinical alarm safety

Equipment alarms must remain active at all times and must be loud enough to alert your care team. Patients and families should not attempt to silence, turn down the volume, remove or adjust alarms/equipment themselves. Please do NOT touch them. Call your nurse if there is a concern.



### Patient meals

Nourishing, well-balanced meals are an important part of your rehabilitation. We make every effort to provide nutritious meals that are prepared according to your special needs.

Meals are served three times daily. Breakfast is served in your room. A menu will be provided to order your meals for the next day. Please mark your menu so it will be ready for pickup. If you are on a special diet prescribed by your doctor, you will receive menus tailored to your specific needs. If you have difficulty selecting from the menu, a member of our dietary staff will be happy to help you. For assistance, you can call 484.596.5496.

The patient dining room, on the first floor of the hospital, is open for lunch and dinner and available to patients who are independently able to feed themselves. You can make arrangements with your nurse to have your lunch and dinner delivered to the patient dining room.

### Sleep tips for your hospital stay

Sleep is a key part of physical and mental health, as well as recovery from an illness or surgery. Staying in the hospital can interfere with getting the rest you need. Here are some tips to help you get enough rest during your hospital stay while permitting you to receive care:

- Keep your room quiet. If medically appropriate, keep the room door closed.
- Keep your room dark while you are trying to sleep.
  - Turn the television off while sleeping as it adds light and sound to the room.
  - Keep your shades open and lights on while you are awake.
- Maintain healthy sleep habits.
  - Limit the amount of caffeine you drink.
  - If allowed, try to be out of bed during the day. If restricted to bed, elevate the head of your bed during the day as much as possible.
  - Try to eat regular meals and have a snack before going to bed.
- Manage pain by discussing symptoms with your caregivers.
- Reduce your anxiety by getting the information and reassurance you need from physicians, other clinical staff and family.

## Room temperature

All rooms in the hospital are centrally heated and air-conditioned. If your room temperature is not comfortable, please notify the nursing staff.

## Housekeeping services

Patient rooms are cleaned and sanitized daily by our environmental services staff. In addition, every effort is made to make sure you are comfortable and that everything in your room is in proper working order. If you experience any problems with your room or the equipment in it (e.g., lights, TV, shower, air-conditioner, bed), please contact environmental services at 484.596.5470.

## Laundry

You are responsible for your own laundry while you are a patient here. A washer and dryer, along with detergent, are available on each unit for use during your stay. Please label all of your clothing.

## Calling your nurse for assistance

A button to call your nurse is located at your bedside and in your bathroom. When you press the button, the nursing station is alerted that you need assistance and a light flashes on above your door. A staff member will respond to your signal as soon as possible. There is a speaker in your room and the nurse may answer your call from another location. If you answer verbally, he or she will be able to hear your request.

## Condition H

Main Line Health is dedicated to making our hospitals the safest place for patients to receive care. As a result, we've created a Condition H line—the "H" stands for help—for patients, family or visitors to call for immediate medical help. When the call is placed, it immediately alerts the nursing supervisor who will quickly check the patient's condition and provide help, as needed, before there is a medical emergency.

You can call Condition H if:

- There is a noticeable change in the patient's condition that needs immediate attention and you believe the health care team is not recognizing or addressing the concern.
- After speaking with a member of the health care team (e.g., nurse, physician), you continue to have serious concerns about how care is being given, managed or planned.

Call 711 on any hospital phone. This is a special line just for Condition H. Ask the hospital operator to activate the Condition H line and a hospital nursing supervisor will respond.

## Telephone/mobile phones

Telephones are provided in all patient rooms. To call Philadelphia and nearby suburbs, dial 9 + area code + the number. To place a long-distance call in the tri-state area, dial 9 + 1 + area code + the number.

Directory assistance for the 215, 484 and 610 area codes may be reached by dialing 9 + area code + 555.1212. Long-distance directory assistance may be accessed with a calling card or credit card. See the telephone directory. For assistance, dial 0 for the hospital operator.

**Using any device to photograph or record staff or other patients is prohibited.**

## Your valuables

Please do not keep valuables, such as cash, important papers, credit cards or jewelry in your room. We suggest you leave these items at home or place them in the hospital safe. Your nurse can assist you with the safekeeping of your belongings.

Please remember that the hospital is not responsible for the disappearance or damage of your personal possessions. If you discover something is missing, immediately contact a staff member on your floor who will then contact the security department.

You can also help by:

- Removing any community (charity or fashion) wristbands while in the hospital to avoid any possible confusion among these bands and those used for purposes of your health care
- Only wearing the wristband placed by hospital staff

## Lost and found

If you lose an item, please notify your nurse immediately and we will make every effort to help you find it.

## Electrical appliances

All personal electrical appliances (electrical and battery-operated) are prohibited in oxygen-enriched atmospheres. If you would like to use an electric appliance from home, please ask the staff first. This is to make sure it is safe to use in a hospital.

## YOUR REHABILITATION TEAM

Our talented and experienced professional staff has the ability to guide you through a successful rehabilitation program. You will be assigned a personal rehabilitation team that will be your source for expert care and ongoing support. Together, you and your treatment team establish realistic, functional goals, and you will work toward those goals in and out of therapy.

Family and friends are an integral part of the rehabilitation team at Bryn Mawr Rehab Hospital. We strongly encourage families and friends to take an active role in the patient's care.

**Medical staff**—Physician coverage is provided 24 hours a day, seven days a week. Our full-time medical staff includes physiatrists (doctors specializing in physical medicine and rehabilitation who are responsible for overseeing your recovery), internists (doctors specializing in internal medicine who oversee your medical management) and behavioral neurologists (doctors specializing in cognitive or behavioral difficulties after brain injury). Each of our specialists works in a specific program area. In addition, services of other physician specialists, such as cardiologists, gastroenterologists, ENTs, neurologists, psychiatrists and urologists are available for specific patient needs.



**Nursing staff**—Nurses specially trained in the areas of cognitive and physical rehabilitation assist patients and provide care, support and education on managing a disability and preventing complications. Our nurses support our medical and therapy staff members. They help you become knowledgeable in your own care so you feel comfortable directing your care after discharge.

**Care manager**—You will be assigned a care manager who acts as the primary liaison between you, your treatment team and your family. In addition, your care manager will keep your insurance company updated on your progress and will answer any questions you may have about your care needs after discharge.

**Physical therapist**—Your physical therapist will work with you to set up an individualized treatment program focused on building independence.

Physical therapy relies on education and treatment methods that include exercises in individual and group sessions. Your physical therapist will work with you to improve strength, mobility, balance and coordination in your lower extremities. Functional activities, such as getting in and out of a chair or car, moving in bed, walking or gaining wheelchair skills, may also be part of your physical therapy. In addition, physical therapy may include the use of our pool and horticulture center.

**Occupational therapist**—The goal of occupational therapy is to help you regain skills needed for daily life and work. Your occupational therapist will work with you to achieve your recovery goals, enabling you to return to a meaningful and productive life. In addition, your occupational therapist will assist you in completing self-care tasks including dressing, grooming and bathing, as well as work, school and home management skills like shopping and cooking.

**Recreational therapist**—Your recreational therapist will assist you with the skills needed to return to your home and community by addressing practical skills such as time management, healthy lifestyle practices, leisure interests and problem-solving. Recreational therapy often will take place in a community setting, enabling you to practice your skills.

**Speech/language pathologist**—A speech/language pathologist will work with you to improve all of the processes involved in communication, if clinically appropriate. Your speech therapist will evaluate your

communicative abilities, screen you for hearing loss and work with you to improve your communication abilities. Your speech therapist also may evaluate your ability to chew and swallow and offer exercises and strategies for improvement.

**Psychologist**—While physical strengthening is vital to your rehabilitation, so is development of your emotional and cognitive abilities. A psychologist will work with you and your family members to make necessary adjustments during your rehabilitation and after discharge.

**Horticultural therapy**—Horticultural therapy provides a unique approach to rehabilitation. We offer a fully accessible greenhouse where patients can work on improving their balance and mobility while taking part in horticultural activities. Physical, occupational, recreational and speech therapists conduct various group sessions in conjunction with horticultural therapy.

**Registered dietitian**—Your recovery may involve a change in your diet to help decrease any health risks. Our dietitian can create a personalized nutrition program for you that will fill dietary needs while addressing specific therapeutic goals.

**Unit attendants**—Our unit attendants help you to and from your room for therapy sessions as well as for meals in the patient dining room. Unit attendants also will assist nurses and therapists with your daily needs, and they will provide you with your daily therapy schedule.

**Rehabilitation technicians**—Our rehabilitation technicians assist you with your activities of daily living, including dressing, bathing, toileting and eating. Our rehabilitation technicians may help transport you to and from treatment areas, and they may assist your family members by demonstrating how to do transfers and perform routine care.

### **Caregivers (also known as lay caregivers)**

As a patient, you may be asked if you would like to name a “lay caregiver” to participate in your discharge planning. This may be a spouse, partner, adult child or close friend. Typically, most patients will need assistance with any or all of the following after leaving the hospital: medications, including understanding of dosing, frequency, indications and side effects; filling prescriptions; making and keeping doctor’s appointments; adhering to a specific diet and activity level; activities of daily living (bathing, feeding, toileting); and care tasks such as dressing changes or management of tubes or drains. Hospital personnel will obtain your consent to provide this information to your lay caregiver, should you choose to name one.

### **Patient care conference**

Your treatment team meets regularly to discuss your goals and progress. Your care manager is the primary liaison between you and your treatment team. After each patient care conference, your care manager will report back to you and your family. The care manager will also

communicate goals and priorities for your rehabilitation stay and help prepare you for discharge. Please share any concerns you may have with your care manager. If needed, a family conference can be arranged with your treatment team at any time during your stay. Please check with your care manager for details.

### **Your room assignment**

Your room assignment at our hospital is based upon your admitting diagnosis and the bed availability on the day of your admission. Private (single-bed) and semi-private (two-bed) rooms are available.

### **Expressing your gratitude**

As a non-profit, mission-driven organization, Main Line Health depends on charitable support to help us provide the highest quality health care for our community. Your tax-deductible gifts enable our clinicians and staff to care for you using the most advanced technology and treatment methods.

A few ways you can make a contribution to any of our hospitals or health centers include:

- Honoring a loved one through a memorial or tribute gift
- Making a gift of cash or securities
- Serving as a volunteer

To learn more about the various ways you can contribute, visit [mainlinehealth.org/giving](https://mainlinehealth.org/giving).

## FOR VISITORS

### Lounges

You are invited to use the lounge available on each patient floor as a quiet place to read or visit.

### Pastoral/spiritual care/meditation room

Spiritual care professionals provide religious, spiritual and emotional support to persons of any or no religious tradition. Some of the ways care is provided include empathetic listening, crisis or brief pastoral counseling, guided meditation, provision of spiritual resources such as religious texts, supportive care surrounding difficult decisions, prayer and sacramental support. A spiritual care professional is also able to help with special dietary needs related to faith, culture or tradition and can help patients honor rites and rituals specific to their own traditions.

If you want to see a spiritual care professional during your stay, please call 484.596.5736. If you wish to attend Sunday services, please refer to the schedule of nondenominational Sunday services given to you when you were admitted. A Catholic Eucharistic minister is available Fridays and Catholic services are held monthly.

A meditation room is located on the first floor of the hospital and is open to patients, family and clergy for quiet reflection and other spiritual needs.

### ATM

For your convenience, an automated teller machine (ATM) is located near the main entrance close to the gift shop.

### Dining options

Visitors are welcome to dine in the cafeteria located on the first floor. In addition, visitors may purchase lunch or dinner in the cafeteria and bring it to the patient's room. The cafeteria is open seven days a week as follows:

- Breakfast: 7:30–10:30 am
- Lunch: 11:15 am–1:40 pm
- Snack: 3:00–4:30 pm
- Dinner: 5:00–6:30 pm

### Vending machines

Vending options are available next to the cafeteria 24 hours a day, seven days a week.

### Gift shop

The Bryn Mawr Gift Shop is located at the main entrance of the hospital. The gift shop has many items for sale, including jewelry, greeting cards, candy, toiletries and holiday items. Please call the gift shop at 484.596.5735.



### Hair salon

Hair care services by licensed professionals are available on a fee-for-service basis. Please contact your nurse or the unit coordinator for information.

### Mail, flowers, balloons

Mail and packages will be delivered to you by a hospital volunteer. Any mail received after your discharge will be forwarded to your home address.

Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available in the gift shop.

Please ask your friends and family to put your full name and room number on the front of the envelope and address your mail to:

**Bryn Mawr Rehab Hospital  
414 Paoli Pike  
Malvern, PA 19355-3300**

The florist delivers directly to patient rooms. Flowers and plants also may be purchased in the Horticultural Therapy Center. **Latex balloons are not allowed** in the hospital because they can cause serious allergic reactions. **Mylar (foil) balloons are allowed.**

### Parking locations

Free parking for patients and visitors is available in the main parking lot 24 hours a day, seven days a week. Patients and visitors are cautioned not to park in reserved areas or certain designated areas. Please be sure to lock your car. If you need assistance, please contact Security on-site at 484.596.5683 or the security manager at 484.596.3993.

### Public restrooms

Please do not use the bathrooms in patient rooms. They are reserved for patients to protect their health. Public restrooms are located throughout the hospital.

### Visiting policy

Your family and visitors are always welcome and are important to your recovery. We have an open visitation policy, with no specific visiting hours. However, for your successful rehabilitation as well as your safety and well-being, your clinical team may need to limit the number of visitors and the time of their visits so as not to interfere with your treatment schedule or resting periods. We ask that no more than two visitors come at any one time. Your visitors may call ahead to the nurse station to determine the best time for their visits.

We also ask visitors to please treat our patients, their families and our staff in a considerate, courteous and cooperative manner, respecting the culture, values and beliefs of all who receive and deliver care. This includes dressing appropriately. Shirts and shoes must be worn at all times.

Here are some additional guidelines for visitors to ensure the comfort and safety of all patients.

**Visitors please do NOT:**

- Consume alcohol anywhere in the hospital or on the hospital grounds.
- Attempt to assist your loved one unless you have been properly trained to assist in the activity.
- Remove any protective devices from patients.
- Give over-the-counter or prescription medications to patients.
- Leave patients unattended in the bathroom.
- Bring sharp objects, such as scissors, razors or nail clippers, into the hospital.

**Visitors please DO:**

- Maintain a quiet environment so that all patients' needs are respected. Be especially considerate of patients in semi-private rooms.
- Bring children if you like. Kids are welcome and should be accompanied by an adult.
- Bring pets to visit. Pets are welcome in the lobby and outside grounds, as long as they are up-to-date with immunizations. Patients and family members are responsible for feeding and cleaning up after their pets.
- Ask our nursing staff before bringing any food or drinks into the hospital.
- Let our staff know when you're escorting a patient from the unit.
- Protect your personal property and valuables while you are visiting.

## Rooming in

Bryn Mawr Rehab Hospital makes accommodations for the parents and guardians of adolescent patients to stay with their child during the inpatient rehabilitation stay. For more information, contact your care manager.

## Independent Living Unit (ILU)

Our four-room, homelike ILU is arranged like an apartment so you can become acclimated to living at home. With the recommendation of your patient care team, you and your family may stay overnight in the ILU to help develop and re-establish a routine. Your occupational therapist can provide you more information about the ILU.

## Day passes

During your stay, your treatment team may recommend home visits and day passes. All day passes must be requested 72 hours in advance.

Day passes are available:

- Saturday: 12:00–8:00 pm
- Sunday: 12:00–8:00 pm
- Holidays: 12:00–8:00 pm

Shorter passes may be necessary based on medical and team decisions. The following criteria must be met prior to receiving approval for a day pass:

- Physician and team approval are required, along with a physician's order.
- A patient must be admitted as an inpatient for seven days prior to request.
- Family members must participate in patient therapy, including car transfers and nursing care prior to receiving a day pass.
- Your care manager must check insurance coverage and limitations regarding day pass policy.
- Patients who receive dysphagia therapy must practice swallowing techniques and the family must receive instruction if the patient will eat any meals outside of the hospital.
- Only two passes per month are allowed per Pennsylvania regulations.
- A family member must sign the patient out of the hospital and sign the patient in upon returning to the hospital. If medication is required to be taken during the day pass hours, a prescription will be provided.

## HEALTH AND SAFETY

### Medications from home

Please do not bring or have others bring any medications, alcohol, or other toxic substances (prescription, over-the-counter or illegal drugs) to the hospital. These may complicate or endanger the healing process.

All medications you take as a patient at the hospital should be prescribed by your hospital physician and must be dispensed by the hospital pharmacy and administered by, or under the supervision of, hospital staff. Patients are not permitted to administer their own medications or to keep personal medications unless approved by their physician.

Occasionally, the hospital may not have a medication you usually take at home available in our pharmacy. In this circumstance, if ordered by your physician, your nurse will ask you to provide your own medication which will then be bar-coded by the hospital pharmacy and dispensed to you by your nurse. It will be kept in the medication room during your visit and returned to you at the time of discharge.

All medication brought with you from home needs to be sent home. If you are unable to do this, alert your nurse and it will be securely stored. Medications will be returned upon discharge from the hospital.

If you are concerned that you are not receiving medication you regularly take at home, please talk to your nurse or physician. It helps for all of your health care providers to know what medications you usually take.

### Safety awareness

#### While you're in the hospital:

1. Expect all health care workers to introduce themselves when they enter your room. Be sure to look for their identification badges. If you do not see identification, ask the person to introduce themselves and tell you their role in your care.
2. Learn about your condition and treatments by asking your doctor or nurse. Write down important facts.
3. Read all medical forms and make sure you understand them before you sign anything. If you don't understand the form, ask a doctor or registered nurse to explain to you.
4. If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping properly (too fast or too slow).
5. Ask about test results. Do not make assumptions.

6. Make sure your doctors, nurses and pharmacists know about everything you are taking. This includes prescriptions, over-the-counter medicines and dietary supplements such as vitamins and herbs.
  7. Ask why you are taking the medications prescribed and given to you.
  8. If you do not recognize the name of a medicine, make sure it is for you.
  9. Make sure your doctors, nurses and pharmacists know about allergies and adverse reactions you have had to medicines.
  10. When your doctor writes a prescription, make sure you can read it.
- **Use a tissue!** Keep tissues handy. Be sure to throw away used tissues and clean your hands after coughing or sneezing. If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away with soap and water or with hand sanitizer. Always avoid touching your eyes, nose and mouth with your hands to prevent transferring germs from your hands to your face.
  - **Be cautious of IV lines.** Patients who need frequent intravenous (IV) medications, blood, fluid replacement and/or nutrition may have a central venous catheter (or "line") placed into one of their veins. This line can stay in place for days and even weeks. Lines often are very helpful, but sometimes they cause infections when bacteria grow in the line and spread to the patient's bloodstream. This line should be used mainly for giving medication or fluid. When blood sampling is necessary, the phlebotomist, nurse or patient care technician performing the blood draw will take every precaution to minimize your discomfort. Drawing blood from IV lines, including central and peripherally inserted central lines, is strongly discouraged and is done only in extreme circumstances and only with a physician's order, due to risk of infection. Be sure the doctors and nurses check the line every day for signs of infection.

It's also important to:

- **Make sure health care providers clean their hands and wear gloves when appropriate.** Doctors, nurses and other health care providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands. Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, taking blood, touching wounds or body fluids, and examining you. Don't be afraid to ask them if they should be wearing gloves.
- **Cover your mouth and nose.** Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel six feet or more. Cover your mouth and nose to prevent the spread of infection to others.
- **Ask someone to speak on your behalf if you are not up to it.** You may name a family member or friend to be your designated "lay" caregiver.

If you feel you are too ill to speak up and ask questions about your care and safety, or just need another person to listen, please designate a lay caregiver to be your advocate.

- **Honor our Zone of Silence while nurses are giving medicine.** When nurses are called away or distracted when giving medicine, it can lead to mistakes. To prevent this, please do not talk with or interrupt our nurses when they are handling medications. They will be happy to talk with you after the medications are given.
- **Take care to prevent falling.** If you are at high risk for falling, hospital personnel will assist you in getting in and out of bed. For your safety, we ask that you call for assistance. A nurse or patient care technician may need to stay with you while you are in the bathroom. Please know that we will do everything we can to respect your privacy and dignity at all times.
- **Prevent pressure injuries (pressure ulcers or bedsores) if you are bedridden.** Pressure injuries can occur in any part of the body where pressure is applied to the skin and underlying tissues for too long. Decreased blood flow to the area can cause the skin to break down into a wound. While you're in the hospital, your nurse will inspect your skin regularly, but it's important for you to report any skin discomfort or changes. If you're unable to change positions regularly on your own, we will help you move as needed. It's important to eat a healthy diet and to keep skin clean and dry to prevent pressure wounds from forming.

If you need additional measures (e.g., special beds, skin products) to prevent skin breakdown while hospitalized, your doctor will order these for you.

### Patient identification

Always wear your ID bracelet. Your special ID bracelet states your name, hospital number, physician's name and other important information. Your ID bracelet will be checked often during your stay. Please wear it at all times to prevent delays with important tests and treatments. If your ID bracelet is damaged or lost, please let your nurse know immediately.

In addition, our staff will ask you to state two patient identifiers (such as your name and date of birth) throughout your stay; e.g., upon admission, transfer and discharge, prior to medication being provided to you, and at meal tray service. This is for your safety and to prevent misidentification (wrong patient) errors.

To enhance patient safety, Main Line Health has adopted the state standard color designations for patient wristbands.

#### **Red = allergy**

For patients who have an allergy to anything

#### **Yellow = fall risk**

For patients who need extra assistance when walking so they don't fall

#### **Pink = restricted extremity**

For patients whose condition(s) prohibits the use of a certain extremity (e.g., hand, arm)

### **Gray = procedure side**

For patients undergoing a procedure, to clearly identify the side where the procedure should take place when unable to mark the site

### **Blue = similar name**

For patients with a last name similar to another patient, to help avoid misidentification

### **Smoking**

All Main Line Health hospitals are smoke-free facilities—inside and out. Smoking and/or the use of any tobacco products is not permitted anywhere in the hospital or on hospital grounds. This policy includes all cigarette-like products, such as e-cigarettes. Patients who use tobacco should speak with their physician or nurse about a nicotine substitute.

### **Fire and disaster drills**

State regulations require hospitals to conduct periodic fire and disaster drills. Do not be disturbed if you see or hear a practice drill in progress. The door to your room may close automatically during these drills. You will receive instructions from hospital personnel in the event of an actual emergency.

### **Handwashing policy**

We wash or sanitize our hands before and after all patient care activities. If you do not see health care workers washing or sanitizing their hands upon entering your room to care for you, we want you to speak up and ask the staff members to wash or sanitize their hands. You also may ask to speak to the manager who will speak with the staff member.

### **Preventing blood clots and complications**

Hospitalized patients may be at greater risk for venous thromboembolism (VTE), a disease that includes deep vein thrombosis (DVT or blood clots) that can form in the legs or arms and travel to other parts of the body, including the lungs, which may result in a pulmonary embolism. Because VTE can cause serious health complications and even death, it is important to follow these preventive measures:

- Avoid crossing your legs.
- Perform ankle pump exercises when in bed to get your blood moving.
- Get out of bed for walks if it is safe for you to do so. If you have any questions about this, please ask the doctors and nurses caring for you.
- Wear sequential compression devices (SCDs) and/or compression stockings as prescribed to improve blood flow in the lower extremities.

In some cases, anticoagulant medications (blood thinners) may be ordered by your doctor. Should you have any new discomfort (pain, swelling, redness) in your lower legs, or if you develop shortness of breath, chest pain or dizziness, it is important to report this to the doctors and nurses caring for you.

# PREPARING FOR DISCHARGE

Your doctor will authorize a hospital discharge after you have been cleared. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services.

If you disagree with the discharge decision, you or your caregiver can appeal the decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on whom to contact to appeal a discharge decision.

Staff from our care management department will work with you and the hospital team to coordinate services for your post-hospital care. Call the care coordination department at 484.596.5510.

## Day of discharge

Make sure you have the following information before you leave the hospital:

1. **Discharge instructions.** This is a summary of your post-hospital activity, equipment needs, follow-up appointments, instructions and medications.
2. **Medications list.** This is a listing of what medications you are taking, and why, in what dosage, who prescribed them, and any special instructions for taking them. If you are given a liquid medicine, ask the pharmacist the best way to measure your dose. Having a list prepared by the hospital is a good way to double-check the information you should already be keeping track of. Also make sure you're aware of any side effects of the medications you've been prescribed.
3. **Prescription for any medications you need.** Be sure to fill your prescriptions promptly so you don't run out of needed medications. Also ask what foods to stay away from while on your medications.
4. **Follow-up care instructions.** Make sure you have a copy of your discharge instructions and you understand them. You should know:
  - What signs and symptoms to watch out for
  - Telephone numbers to call if you or your caregiver have any questions pertaining to your after-hospital care



## Going home

Doctors will authorize a hospital discharge when they feel a patient is ready to leave the hospital. Please speak with your nurse about our discharge procedures.

Here are a few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a care coordinator and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor. Please plan to be picked up by 9:30 am to give us a chance to prepare your room for the next patient. If you cannot leave by this time, please notify your care manager so alternate arrangements can be made.
- Have someone available to pick you up. A member of the staff will escort you to the front entrance and help you into the car.
- If you are being discharged by ambulance, please limit the number of bags to two.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

- Leave a forwarding address in the event you are not returning to the address given at the time of your admission.

## Adaptive equipment

One of the goals of rehabilitation therapy is to prescribe proper adaptive equipment. This process will begin upon admission so you will have everything you need in time for your discharge. Members of your treatment team will evaluate your needs based upon a questionnaire or home visit prior to discharge. This will help identify your adaptive equipment needs. Your therapist will recommend home modifications and order equipment before you leave the hospital.

## Medications

If you have been prescribed any new medications, your nurse will review these with you and make sure you understand how much to take and when. If you have any problems getting your prescriptions filled, please ask your nurse for assistance.

### **Billing and insurance information**

Bryn Mawr Rehab Hospital will bill your insurance carrier for the hospital services that you receive. You may receive a hospital bill for any deductibles, co-insurance or copayments.

Your physician's bill is separate from your hospital bill. Your attending physician and any consulting physicians will bill you directly. Hospital-based physicians, including anesthesiologists, radiologists, pathologists and emergency department physicians, also will bill you directly. For questions regarding these bills, please call:

- Main Line Emergency Room Physicians: 302.273.2247
- Radiology Associates of the Main Line: 1.888.222.8012
- United Anesthesia Services: 1.800.222.1442
- Main Line Pathology Associates: 1.888.625.4685

Main Line Health offers charity care/financial assistance for uninsured patients who do not qualify for Medical Assistance. Eligibility is based on household income and a patient's household size.

If you have any questions regarding your hospital bill or payment methods, or to speak to a financial counselor about charity care/financial assistance, please call 484.596.3990.

### **Home health/hospice services**

Home health care includes a wide range of health care services provided in your home to maintain or restore your health, promote independence, improve quality of life and avoid unnecessary hospitalization. For immediate service, call 1.888.533.3999 from Monday through Friday between 8:00 am and 8:00 pm, and Saturday, Sunday and holidays between 7:30 am and 4:00 pm.

### **Patient portal for electronic health records (EHR)**

Main Line Health offers a secure, online, hospital patient portal that gives you electronic access to important information included in your medical record, such as lab and radiology results, appointment requests, hospital discharge instructions, and summary of hospital care. Visit [mainlinehealth.org/connect](http://mainlinehealth.org/connect) to get started.

# POLICIES

## Patient rights and responsibilities

As a patient of this hospital, or as a family member or guardian of a patient at this hospital, we want you to know the rights you have under federal and Pennsylvania state law. We are committed to honoring your rights and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities. To learn more about your rights and responsibilities, visit [mainlinehealth.org/patientrights](http://mainlinehealth.org/patientrights).

## Your privacy and information

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

## Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

## What information is protected?

- Information your doctors, nurses and other health care providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information
- Most other health information about you held by those who must follow this law

You have rights over your health information. Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe

- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health and Human Services Office for Civil Rights

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Visit [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf) for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit [samhsa.gov](https://www.samhsa.gov).

How do I get copies of my medical records?

Call the Health Information Management department at 484.596.5517 to obtain copies. A small fee is charged for this service.

## Notice of nondiscrimination

Main Line Health complies with applicable federal civil rights laws and does not discriminate or exclude people on the basis of race, religion, color, national origin, ancestry, age, disability, sex (including pregnancy, gender identity, gender expression and sexual orientation), parental status, political affiliation, military service or relationship status.

Main Line Health provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, ask a doctor, nurse or department manager where you are receiving care.

If you or your representative believes that a Main Line Health department has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, sexual preference, gender identity, or gender expression, you or your representative can file a grievance with Patient Guest Relations/Patient Advocacy for the facility in which you received care by calling 484.337.2662. You or your representative can also file by mail by sending your written grievance to Regulatory Department, Gerhard Building, 130 South Bryn Mawr Avenue, Bryn Mawr, PA 19010, or by sending fax to 484.337.2013, or emailing [mlhpatientrelations@mlhs.org](mailto:mlhpatientrelations@mlhs.org).

If you or your representative need help filing a grievance, Patient Guest Relations/Patient Advocacy at any of the Main Line Health hospitals is available to help you. You or your representative can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, or by phone at 1.800.368.1019, 1.800.537.7697 (TDD). Complaint forms are available at [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).

For patients and caregivers who do not speak English:

Language	Notice for Free Language Assistance Services
SPANISH	<b>ATENCIÓN:</b> Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-484-337-2662
CHINESE	<b>注意：</b> 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-484-337-2662
VIETNAMESE	<b>CHÚ Ý:</b> Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-484-337-2662
RUSSIAN	<b>ВНИМАНИЕ:</b> Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-484-337-2662
PENNSYLVANIA DUTCH	Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-484-337-2662
KOREAN	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-484-337-2662 번으로 전화해 주십시오.
ITALIAN	<b>ATTENZIONE:</b> In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-484-337-2662
ARABIC	اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-484-337-2662 هاتف الصم والبكم: 1-484-337-2662. ملحوظة: إذا كنت تتحدث انكر
FRENCH	<b>ATTENTION:</b> Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-484-337-2662
GERMAN	<b>ACHTUNG:</b> Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-484-337-2662
GUJARATI	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-484-337-2662
POLISH	<b>UWAGA:</b> Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-484-337-2662
FRENCH CREOLE (HAITIAN)	<b>ATANSYON:</b> Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-484-337-2662
CAMBODIAN	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-484-337-2662
PORTUGUESE	<b>ATENÇÃO:</b> Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-484-337-2662



# BRYN MAWR REHAB HOSPITAL

414 Paoli Pike  
Malvern, Pennsylvania 19355

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WHERE YOU ARE, WE ARE.

PHYSICIANS, HEALTH CENTERS  
AND HOSPITALS NEAR YOU.



**Main Line Health<sup>®</sup>**  
**Bryn Mawr Rehab Hospital**

Well ahead.<sup>®</sup>

Membership on the medical staff of Main Line Health hospitals does not constitute an employment or agency relationship.