

PATIENT & FAMILY GUIDE



Kessler
INSTITUTE FOR REHABILITATION

a Select Medical company

DEFINING MEDICAL REHABILITATION

Kessler Institute for Rehabilitation is licensed by the New Jersey State Department of Health and holds accreditation from:



The Joint Commission (JCAHO)



The Commission on Accreditation of Rehabilitation Facilities (CARF) with special certification in spinal cord injury, brain injury, stroke and general rehabilitation.

The National Institute on Disability and Rehabilitation Research (NIDRR) has designated Kessler a **Model System** for the treatment and research of both Spinal Cord Injury and Brain Injury, one of only seven dual model systems in the nation.

In addition, Kessler is ranked one of the top rehabilitation hospitals in the nation by **U.S. News & World Report** – and has been for more than 15 years.

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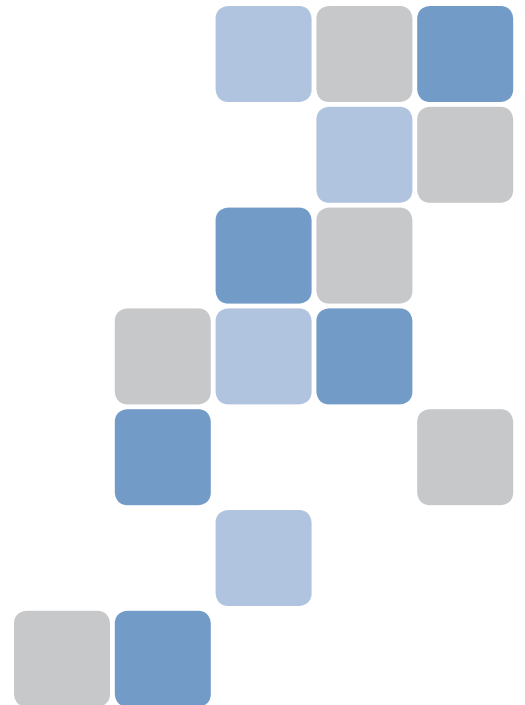
You are at the beginning of a significant journey, one that will prepare you for life ahead. This journey is unlike any other; it is filled with hope and hard work, determination and often frustration. But the rehabilitation specialists at Kessler are here to guide you, helping you to overcome every challenge as you regain your strength, restore your skills and rebuild your life.

We understand that this may be a difficult time for you and your family, but together we establish a relationship based on mutual respect and trust. We create a care environment that is responsive to your individual needs, expectations and hopes for the future. Above all, we share your goals: to progress as quickly and effectively as possible so that you may return home.

With six decades of expert leadership in this field, Kessler delivers an unparalleled rehabilitation experience. Here you'll find a team of individuals – doctors, nurses and therapists – committed to the quality of your care and the outcomes you can achieve. Using an evidence-based approach, we apply traditional therapies, innovative treatment and leading-edge technologies to advance your recovery and optimize your independence.

Keep in mind that your stay with us will be demanding – physically and mentally – as it takes a lot of work and perseverance to achieve your goals. But know that in time your efforts will be rewarded.

This Patient & Family Guide is designed to help you get started. It provides an overview of our services, staff and campuses, and what to expect from the time you begin your rehabilitation to the day you leave...and beyond.



PREPARING FOR YOUR STAY

To help you begin your rehabilitation with a sense of comfort and confidence, we want you to know that we are committed to making your stay as successful and meaningful as possible. We'll coordinate the details of your program with your physician, case manager and insurance carrier, and ensure a smooth transition to our hospital.

Members of your treatment team will meet with you upon your arrival and provide an orientation to the rehabilitation process. They will assist you as you settle in and help to familiarize you with our facility, our policies and our programs. Of course, we encourage you and members of your family to ask any questions you may have to make sure you're clear about what lies ahead.

Packing the Essentials

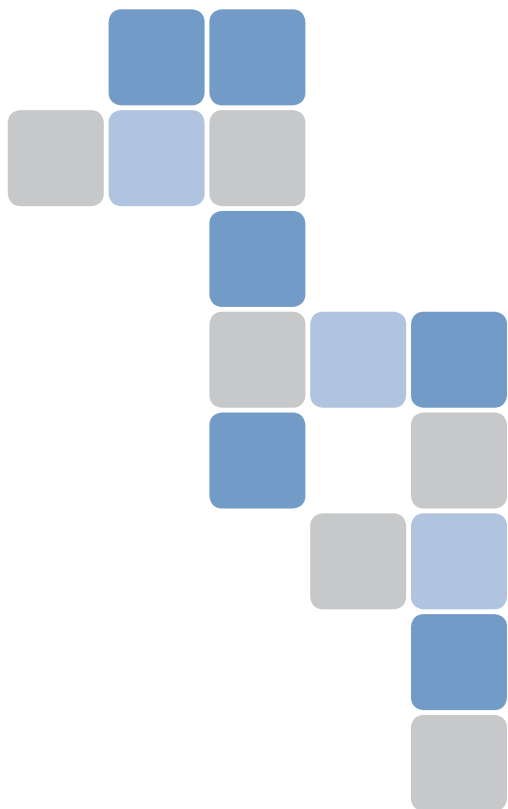
At Kessler, patients wear their own clothes during their stay. We believe this will help you to feel more comfortable and reaffirm your sense of self. You'll also want to bring the personal care items that are part of your usual daily routine. Please note:

- **Your clothing should be loose-fitting and easy to move around in.**
- **You should wear sneakers or rubber-soled shoes.**
- **If you have limited use of your hands or arms, bring shirts and sweaters that open in front, preferably with large buttons or fastenings.**

Patients with their own wheelchairs, walkers, canes, braces or other aids should bring them when admitted. Please label these items clearly as "personal property" and include your name. Similarly, hairdryers, electric shavers, etc. should also be labeled and must be inspected and tagged by our maintenance staff. Note that Kessler is not responsible for the maintenance or upkeep of such equipment, or for any loss of, damage to, or injury from this equipment.

Please leave all valuables at home. To avoid the loss of personal items, we ask that you place items like eyeglasses and hearing aids in the top drawer of your nightstand when not being used. Also, if you wear dentures, please ask the nurse for a denture cup; never leave dentures wrapped in a tissue or on your meal tray. Kessler will not be responsible for loss or damage.

Some individuals may have additional needs because of special conditions or personal circumstances. If you have any concerns, please discuss them with your doctor, nurse, therapist or case manager.



Medications

It is important that you inform your Kessler physician about any prescription and/or non-prescription medications you take regularly – including dosage, frequency and the condition for which the drug is prescribed. Although we will have a copy of your medical records upon your admission, we still want to review your drug regimen with you so that everyone involved in your care clearly understands your needs. During your stay, your Kessler physician will prescribe any additional medications that you may require.

Insurance and Health Plans

Kessler participates with Medicare, Medicaid and most insurance, workers' compensation and managed care plans. We recommend that you speak with your insurer or employer if you have any questions about your policy or coverage. We also ask that you bring your insurance cards with you to ensure accurate claim submissions.

Advance Directives

Planning ahead for important medical decisions is your right and your responsibility. An Advance Directive is a written document that expresses your personal medical wishes in the event you are unable to make or communicate such decisions for yourself. If you already have an Advance Directive, please provide us with a copy upon your admission. If you do not have an Advance Directive and would like to complete one, our Case Management Department will help you with the necessary forms.

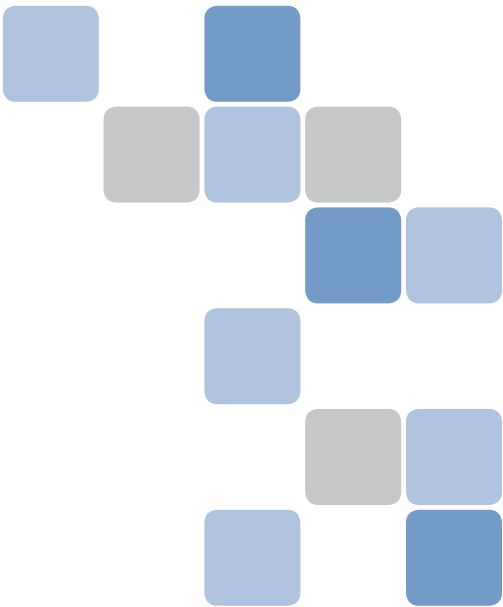
Notice of Privacy Practices

Kessler understands that medical information about you and your health is both personal and confidential and we are committed to protecting your records. Upon your admission, Kessler will provide you with a Notice of Privacy Practices, which details our policies on the use and disclosure of "protected health information" (PHI) and your rights to access and control your personal medical records.



WHAT TO BRING

- Pajamas/nightgowns
- Undergarments
- Ribbed cotton socks (non-elastic tops)
- Sneakers or rubber-soled shoes with good support
- Washable, loose-fitting trousers or sweatpants (preferably not denim or corduroy)
- Pullover shirts or knit tops
- Button-front shirt(s)
- Sweater(s) or fleece jacket(s)
- Coat or jacket (winter)
- Laundry bag
- Toothbrush, toothpaste
- Denture care products
- Soap, shampoo, conditioner
- Comb, brush and hair products
- Deodorant
- Shaving supplies
- Eyeglasses
- Hearing aids
- Items to meet special needs



GETTING STARTED

It's said that a journey begins with a single step... and whether that motion is taken on your own, with assistance or even in a wheelchair, it is a step in the direction of your recovery. At Kessler, we'll work with you to maximize function and help you regain the independence needed to return home, to work, school or daily activities among family and friends.

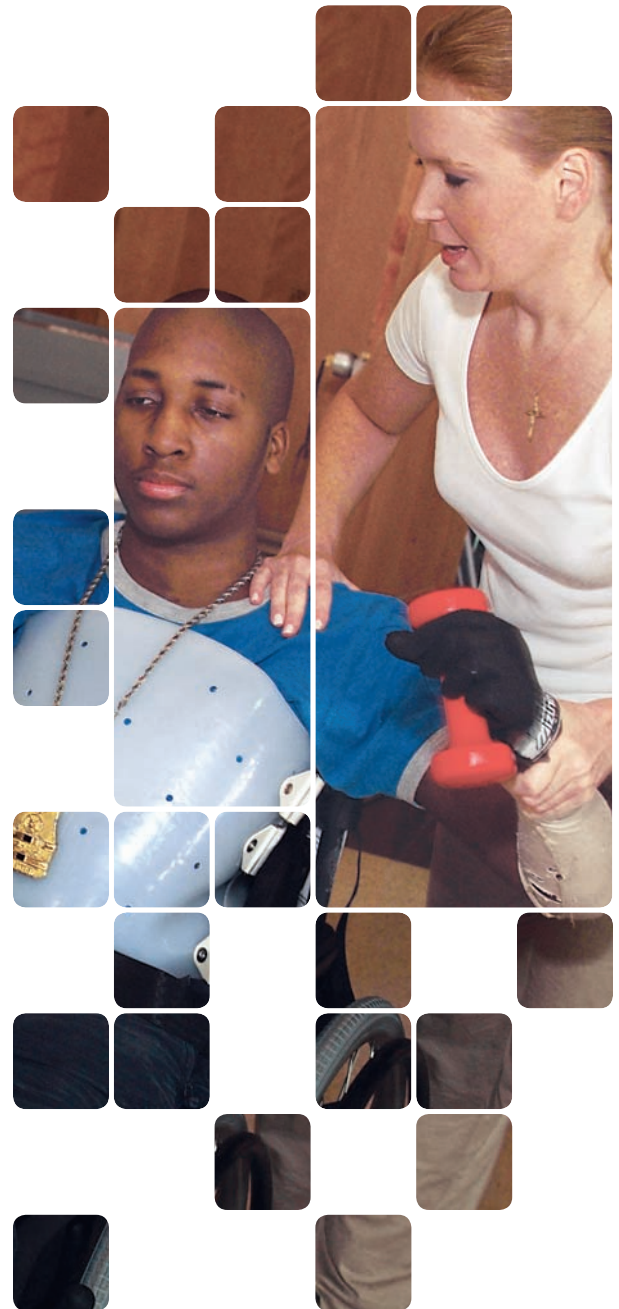
To do this, we tailor a comprehensive program to your individual needs and goals. Our interdisciplinary team of rehabilitation specialists provides a unique balance of expert medical, physical, behavioral and psychological services and resources. Most important, we offer you the support to help you understand your condition, your strengths and your limitations and how move forward in life.

Taking Care of Medical Needs

As a rehabilitation hospital, Kessler effectively manages the complex medical needs of every patient. During your stay, you'll receive the medical treatment and nursing care you require, along with the therapy services you need.

Your treatment team is led by a **physiatrist**, a board-certified physician specializing in physical medicine and rehabilitation, or, in some cases, a **neurologist**, who focuses on disorders of the brain and nervous system. An internist or urologist, as well as other specialists may also be involved in your care as needed.

Our highly skilled **rehabilitation nurses** are on duty 24 hours a day to assist you with medications and self-care, and help to reinforce the techniques learned in your therapy sessions. Specially trained **rehabilitation assistants** are also involved in your care.



Building Strength, Function and Mobility

Your physical, occupational, speech and recreation therapists will guide you through a rigorous and comprehensive program of rehabilitation. Your **physical therapists** (PT) will help to optimize your muscle control, balance, flexibility and movement, and build strength and endurance.

Working with your **occupational therapists** (OT), you will regain the skills needed to perform daily activities, such as dressing and eating, working and driving. Your occupational therapists will also evaluate your need for assistive equipment and work with you to resolve certain visual or cognitive issues.

Kessler's **speech therapists** will work with you to improve language, cognition and communication skills, as well as any swallowing deficits. Our **recreation therapists** will help you to relearn or adapt skills that will enable you to pursue a wide range of leisure activities, such as arts & crafts, gardening and sports.

Your rehabilitation program will require a lot of energy. To ensure your nutritional needs are also being met, our registered **dietitians** will prepare an appropriate program for you and may recommend supplements, texture modifications and other adaptations to help you maintain your health. Vegetarian, kosher and other special diets can be accommodated. Note, too, that while family and friends are welcome to bring you meals and other treats, they must check with your nurse first to make sure there are no dietary restrictions.



Making the Emotional Adjustment

Dealing with an injury or illness and accepting the challenges it presents can be extremely difficult, not only physically but emotionally. That's why Kessler's **psychologists** and **neuropsychologists** conduct individual, group and family counseling. Their goal is to help you understand and cope with the many changes you will experience both during your rehabilitation and when you return home.

To help strengthen your emotional well-being, Kessler also provides these specialized services:

- **Patient and Family Education**

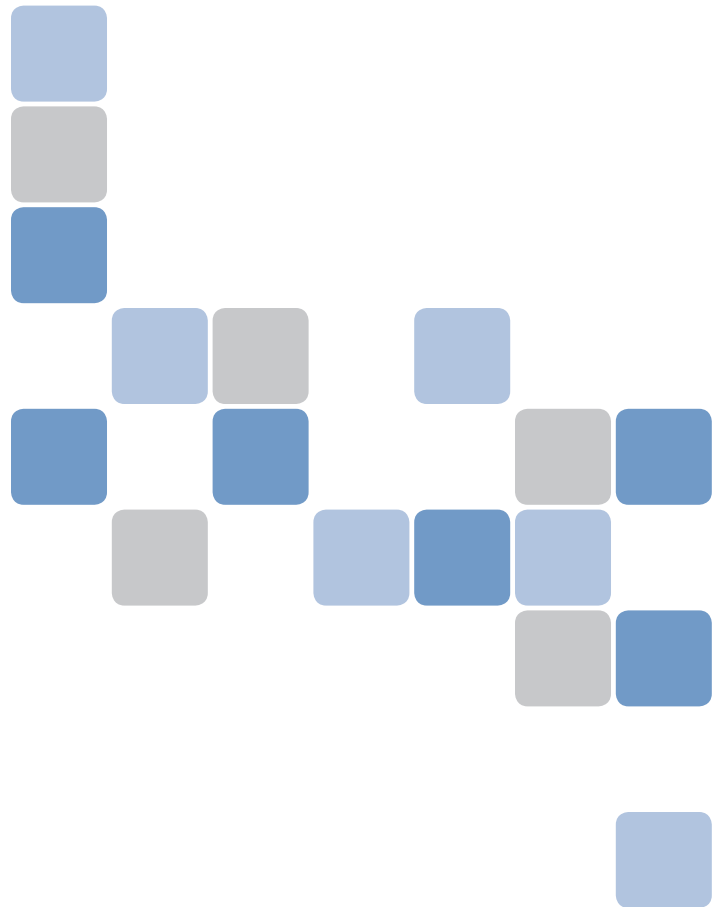
Seminars and workshops are designed to help you and those closest to you, gain insight into the complexities of your rehabilitation and the new challenges you face. Some programs may be prescribed as part of your treatment, while others discussing specific lifestyle issues may be optional.

- **Support Groups**

Kessler hosts a number of support groups, as well as a peer counseling program. Through these meetings, patients, former patients and family members discuss common concerns and benefit from the experiences of others in similar circumstances.

- **Spiritual Resources**

Many of our patients find their religion to be a great source of hope and healing during the rehabilitation process. To satisfy these spiritual needs, Kessler offers many non-denominational services and events. In addition, your family's spiritual counselor is always welcome to meet with you during visiting hours.



LIFE AHEAD

Every patient looks forward to what life ahead will bring. When you are ready for discharge, your Kessler team will work closely with you to ensure that the transition is as smooth as possible. This includes helping you plan for any follow-up therapy, medical care, special equipment and/or other needs.

Planning for Discharge

From the moment you arrive at Kessler, we begin planning for your discharge. This enables everyone involved in your care to better understand your individual and family needs, as well as your rehabilitation goals. It also gives us a framework to help make sure that everything is in place when you are ready. And although your personal progress will determine the actual timing, it's important that the necessary resources and equipment be available when you need them.

Your **case manager** will coordinate the discharge process with you and your family or caregiver. Recommendations will be made for the most appropriate discharge destination, continued medical and rehabilitation care and the community services that may be available to you.

Reinforcing Your Progress

Following discharge, most individuals choose to continue their rehabilitation at Kessler as an outpatient to build on the strengths and skills acquired. Our three hospital campuses offer a wide range of outpatient programs and specialized services, including:

- Physical, occupational and speech therapies
- Medical management
- Psychology and neuropsychology services
- Cognitive rehabilitation
- Wheelchair services
- Driver rehabilitation
- Career guidance

You may also choose to continue your therapy at one of our many outpatient Kessler Rehabilitation Centers, conveniently located throughout New Jersey. Here you'll find the same clinical excellence and individualized care you've come to expect from Kessler Institute.





QUICK LIST

As you begin your rehabilitation at Kessler, you and your family are likely to have many questions. We trust this quick list will help answer some of your basic concerns.

Personal Needs

Patient safety. The care and safety of our patients is our top priority. We ask that everyone – patients, family members and visitors – help us maintain a safe environment by following the guidelines posted throughout the hospital. This includes, for example, asking a staff member for assistance when a patient needs to get in or out of bed, the bathroom or a wheelchair; and washing your hands before and after working with a patient.

Visitors. Because the support of family and friends is an important part of the rehabilitation process, we encourage visitation. Your guests are welcome from 8:00 AM to 8:30 PM daily.

We do suggest scheduling visits later in the day, so you can concentrate on your therapy. Note that guests are not allowed in treatment areas unless we've specifically asked them to participate in your therapy session.

To respect the needs of all our patients and for everyone's well-being, we ask that you have no more than two visitors in your room at one time. Children must be accompanied by an adult.

Laundry. We ask that you set up a laundry schedule with family members or friends to keep your clothing and personal items fresh and clean. Laundry accommodations may be available through your Kessler hospital; if so, be sure to identify your garments with labels or permanent ink. Please check with a staff member for details.

Communication

Televisions. In-room television service is available for a daily/weekly fee. Televisions are also located in lounge and day room areas for your enjoyment.

Telephone service. The use of cell phones is permitted. Individual in-room phone service can be arranged for a nominal fee and public phones are located throughout the hospital. Please ask that family and friends call after your treatment hours unless it is an emergency.

Personal electronics. You may use laptops, personal music/video players and cell phones in your room or in appropriate public areas. However, such items are not permitted in the therapy gyms. In addition, you may use hairdryers, electric shavers, etc. for your personal needs. These items must be inspected and tagged by our maintenance staff. Kessler is not responsible for any lost or stolen items.

Mail. Mail is delivered to Kessler daily, except Sundays and holidays. Outgoing mail can be dropped at the nurses' station or main reception desk. A mailbox may also be located outside the hospital entrance.

Special Services

Interpreter services. Kessler offers care-related interpreter services free of charge for patients with limited English proficiency. Information about this service is available through the Speech Department or the hospital's Administration office.

Hair care. If you'd like to have your hair cut or styled during your stay, a nurse or other staff member can help you make an appointment with a visiting hairdresser or barber. Payment will need to be made directly to him/her at the time of service.

Gift Shop. A variety of small gift items, candy, toiletries and personal necessities are available for purchase at the hospital's Gift Shop. Store hours vary.

Kessler Policies

Security. Kessler's security staff is on hand to ensure the safety of our hospital campuses. While most rooms are equipped with locking drawers and cabinets, we advise you to leave any valuables, jewelry, credit cards, checkbooks and large amounts of cash at home. If you need to have certain items with you during your stay, please check with the Security office for safekeeping.

Smoking. Smoking is not permitted inside any Kessler hospital. If you or your guests need to smoke, please use the designated smoking areas. Similarly, no candles or devices with open flames are permitted inside the building.

Alcohol and drugs. The possession or use of alcohol and illegal drugs is not permitted under any circumstances and will subject patients to discharge. Testing is mandatory in cases of suspected substance abuse. If an individual seeks counseling for drug or alcohol dependency, we can provide a referral to a member of our psychology staff.

For questions about any Kessler policies or procedures, please contact our hospital administration offices:

West Orange	973.243.6830
Saddle Brook	201.368.6019
Chester	973.252.6367

General Information

Billing. Kessler strives to ensure that your hospital, physician and other bills are processed correctly and in a timely manner through our Central Business Office (CBO). Please direct any questions about your account to our CBO at 888.317.5440.

Medical records. Copies of your medical records can be obtained by submitting a written request to our Medical Records Department at the Kessler campus where you were treated. In accordance with state law, a fee may be charged.

ABOUT KESSLER

Since 1948, Kessler has been recognized as a leader in the field of physical medicine and rehabilitation. Today, Kessler Institute for Rehabilitation is one of the nation's largest and most respected hospitals of its kind. Our three campuses provide advanced care, proven therapies and innovative treatment to individuals with spinal cord injury, brain injury, stroke, amputation, neuromuscular disorders and musculoskeletal conditions.

West Orange 1199 Pleasant Valley Way West Orange, NJ 07052

Phone 973.731.3600
Fax 973.243.6819
Admissions 973.243.6950



This 138-bed campus, located in Essex County, is home to Kessler's federally-designated Model Systems for Spinal Cord Injury and Brain Injury Rehabilitation.

Saddle Brook 300 Market Street Saddle Brook, NJ 07663

Phone 201.368.6000
Fax 201.368.6262
Admissions 201.368.6003



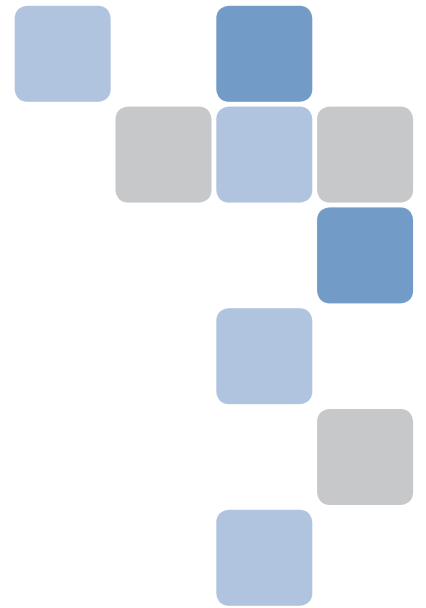
This 112-bed, five-story hospital campus in Bergen County, not far from Manhattan, provides comprehensive programs of care at our Centers of Excellence for Stroke, Amputation, and NeuroRehabilitation, as well as our Center for Orthopedic and Functional Recovery.

Chester 201 Pleasant Hill Road Chester, NJ 07930

Phone 973.252.6300
Fax 973.252.6343
Admissions 973.252.6500



Set in the rolling hills of Morris County, this 72-bed hospital campus offers comprehensive programs and specialized services at our Centers of Excellence for Brain Injury Rehabilitation, Stroke, Amputation, and Neuromuscular-Musculoskeletal conditions.





OUR MISSION

Kessler Institute For Rehabilitation, Inc. provides comprehensive physical medicine and rehabilitation programs and services to optimize the health, function and quality of life for those we serve.

We enhance the delivery of care and advance the field of rehabilitation through education, research and advocacy.

We do so in a clinically effective and fiscally responsible manner.

OUR VISION

We will be the premier provider of comprehensive physical medicine and rehabilitation services and a global leader in this field by delivering superior and compassionate clinical care, innovative treatment and research, education and advocacy.

OUR VALUES

We strive for excellence in all that we do.

We treat each other and those we serve with loyalty, dignity and respect.

We act with honesty and integrity in the conduct of our business.

We foster an environment of care that encourages innovation, communication and teamwork.

We value the contribution of every individual and both recognize and reward achievement.

We are committed to visionary leadership and success.

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