

# Preparing for the Next Step...

## Pre-Registration Program



Making the decision to have elective surgery takes preparation - from choosing a surgeon to identifying what services are needed following the procedure. Our Pre-Registration Program makes it easy to plan the next steps for recovery following an elective surgery. Our Admissions Office requests a surgery date, insurance information, completes the admission paperwork and confirms your room reservation.

### 1. PRE-REGISTRATION

The program begins with a facility visit so you can meet our team and learn about the therapy equipment and care you will receive. Our Admissions Office is available to answer insurance questions and will obtain the necessary insurance authorization for services provided.

### 2. PRE-OPERATIVE PLAN

Our facility works closely with the surgeon to follow their protocols after surgery. This means you will receive consistent care, regardless of setting. While you are in the hospital, our liaison coordinates your transfer with the hospital case manager and visits with you to gather additional information about your needs and leisure activities, which are incorporated into a treatment plan.

### 3. REHABILITATION ADMISSION

At admission, you are seen by our clinical team of nurses, certified nursing assistants, social workers and physical, occupational and speech therapists. The team manages your care under the direction of a physician who continues to follow the surgeon's protocols for the best possible outcome.

### 4. PREPARING FOR DISCHARGE

The interdisciplinary team will meet with you very soon after admission to talk about the expectations of rehab and what support you need to ensure a safe discharge. During discharge planning, you will be put in touch with providers within our continuum of care services so you know what additional care is available when you return home.

### 5. PATIENT SATISFACTION

Your satisfaction with our services is important to us. We will survey your satisfaction with the care you are receiving 48 hours and seven days post-admission. An independent firm will also call you once you are discharged to discuss your experience while staying at our facility.



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