

Outpatient Services

Information Packet

For more information,
please call 513-948-2798
or 800-948-0003, ext. 2798

DRAKE*Center*
The Rehabilitation SpecialistsSM

Welcome to Drake Center

Today's Drake Center is the *only* Tri-state facility that offers a complete range of inpatient and outpatient rehabilitative care-all under one roof, to meet your needs and busy schedule. Many Drake services are unique in the region and recognized nationally.

Outpatient Services are those provided to patients or individuals not requiring inpatient stays. Drake's complete range of outpatient care-including outpatient rehabilitation and wellness services-allows them to receive services in a more cost-effective setting. It also helps patients continue working toward their highest possible levels of functioning and independence. Recovery from serious medical conditions usually involves therapy after inpatient discharge. Other individuals may require this type of rehabilitation for a wide range of needs.

Outpatient rehabilitation services include physical therapy, warm-water aquatic therapy, occupational therapy, speech therapy, audiology, psychology, cardiopulmonary rehabilitation, lymphedema management, day hospital, spasticity management, wound care, pain management (including back and neck pain), nutrition consultation, driver evaluation and training, radiology, and laboratory services. To receive outpatient services, the individual needs a doctor's prescription.

This booklet is designed as a reference guide, but please don't hesitate to ask questions, make suggestions, or voice your concerns to any of our outpatient staff. Thank you for choosing Drake Center for your outpatient services.

Drake Center's Mission

Drake Center is a specialized health care organization providing high-quality long-term care together with advanced rehabilitative services that restore optimal functioning to patients, enabling their reintegration into the community. As part of its mission, Drake Center maintains its ongoing commitment to care for the medically indigent residents of Hamilton County.

Our Core Values

- ◆ Customer Service
- ◆ Professional Growth
- ◆ Continuous Quality Improvement
- ◆ Innovation
- ◆ Efficient Resource Management

Case Management

If you are receiving multiple outpatient therapy services, such as physical, occupational, speech therapy, or psychology while here at Drake Center, you will be assigned a case manager. (Patients who are being seen for one type of therapy can request a case manager to help answer questions and concerns.)

The case manager is the main contact with your insurance company, who will keep this carrier and you up to date on your progress and recommendations. Multi-service patients will also be set up in team conferences be

held to discuss progress and to coordinate your care with all the treating therapists. Family conferences will be scheduled at your request or on an "as needed" basis.

Your case manager is available to address your concerns or questions and to offer support. Lists of local and regional support groups and resources are provided in this welcome packet, but personal guidance regarding these resources is also available through the case manager. In addition, our case managers can help identify transportation options in order to make your visit to Drake Center as easy as possible. Some of these include:

Access	513-621-2444	UTS	513-829-1287
Cincinnati Metro	513-621-4455	Door to Door	513-641-0088
Red Cross	513-579-3045	Royal Coach	513-662-0400
Cincinnati Area		MedaCare	513-521-4799
Senior Services	513-721-4330	Diamond Cab	513-471-2222

Financial Assistance

Drake Center offers our patients financial assistance programs to help cover health care expenses. These programs assist Ohio and/or Hamilton County residents in reducing their inpatient and outpatient hospital bills if their income is at or below the federal poverty guidelines. To receive more information regarding financial assistance, please call our Financial Counselor at 513-679-3713.

Co-Payments

If your insurance company requires you to pay a co-payment, co-payments are due each time you come and are due at the time of service. These payments are collected by the Financial Counselor. The Financial Counselor, located in the Outpatient Registration area, can accept cash, check, Visa, MasterCard, and debit card. Thank you in advance for your cooperation in this matter.

Attendance Rules

Please refer to your attendance policy letter.

Free Valet Parking

Drake Center offers free valet parking service for patients and visitors at the South Pavilion entrance. It is available from 7:00 a.m. until 5:00 p.m. Monday through Friday. A gated area close to the South Pavilion entrance has been dedicated for valet parking to make the service more convenient for our patients and visitors.

Please feel free to take advantage of this service, which offers an alternative to walking long distances—especially in inclement weather.

Scooters and Wheelchairs

For patient convenience, Drake Center offers a small supply of wheelchairs and motorized scooters for patients and visitors who may need assistance. However, we encourage outpatients to bring their own mobility devices (wheelchairs or scooters). The Valet staff will help you with these. Please see the valet attendant on duty if you need this assistance.

Procedures for Emergency and Non-Emergency Medical Conditions

If there is a medical emergency while you are here at Drake Center, or on our grounds, we will call 911 and notify the person you designated as your emergency contact or nearest relative. It is important to realize Drake Center does not have an emergency room and does not have the equipment and systems necessary to provide the scope of emergency care often needed.

If you require medical evaluation but the situation does not appear to be a medical emergency, we will contact your physician and ask for his or her recommendation. If your physician cannot be reached, we will ask you if you would like us to call 911 or other appropriate assistance. If you are unable to provide instructions and a family member or legal guardian is not with you to provide instructions, we will call 911.

Our goal is to provide the proper and most appropriate level of medical care and expertise to ensure your safety.

Advance Directive

An Advanced Directive is a legal document in which a person directs his or her future medical care. Two types of Advance Directives are the Living Will and the Durable Power of Attorney:

The **Living Will** is a document that states your preferences for future medical decisions in the event that you are no longer able to make decisions for yourself. Specific issues include the withholding or withdrawal of life-sustaining treatments.

The **Durable Power of Attorney** is a document that allows another person to be designated to make health care decisions for them in the event that they are no longer able to make these decisions for themselves.

If you would like more information, please ask to speak to your Case Manager.

Patient Rights and Responsibilities

Drake Center is committed to the preservation of individual human rights. All patients have the following **rights**:

- ◆ The right to the best care available, and to treatment which is not influenced by sex, race, education, or any other factor unrelated to medical needs.
- ◆ The right to be treated with respect and consideration.
- ◆ The right to know the name and qualifications of anyone who is involved in their care and to know to whom they are responsible.
- ◆ The right to informed consent.
- ◆ The right to refuse any suggested treatment, and the right to discontinue treatment at any time.
- ◆ The right to confidentiality, privacy, and protection of personal dignity during examination and treatment.
- ◆ The right to receive information about their bill, to know about the possibility of securing financial aid, in paying for it, and to receive assistance in obtaining whatever aid is available.
- ◆ The right to expect the outpatient services staff to respond reasonably to problems and concerns and to facilitate their resolution with assistance from:
 - Case Manager
 - Program or Department Supervisor
 - Manager of Director of Outpatient Services
 - Drake Center Administration

The following patient **responsibilities** are applicable to all patients under care at Drake Center:

- ◆ The patient must cooperate with Drake Center and the medical staff in providing accurate and complete information about matters relating to his/her health. The patient has the responsibility to make it known that he/she comprehends and understands the treatment plan and the patient's role in the healing process.
- ◆ The patient must assume responsibility for his/her actions if he/she refuses treatment or does not follow the plan of care.
- ◆ The patient has a responsibility to ask their doctor or nurse what to expect regarding pain and pain management. They should also notify the doctor or nurse if their pain is not relieved.
- ◆ The patient shall be responsible for following the hospital rules and regulations as they pertain to his/her care and stay at the hospital.
- ◆ The patient has a responsibility to show respect and consideration to other patients and employees, for assisting in control of noise, smoking, and control of visitors.
- ◆ The patient has a responsibility to keep his/her appointments and cancel at least 24 hours in advance if he/she cannot attend.
- ◆ The patient has a responsibility to bring a family member if assistance is needed.

Outpatient Services Phone Directory

Scheduling Your First Outpatient Appointment		948-2798
Scheduling Follow-Up Outpatient Appointments		948-2763
Questions for Therapists		948-2709
Canceling an Appointment		948-2798
Financial Counselor		679-3713
Aquatics & Wellness		948-2727
Cardiopulmonary Rehabilitation		948-5867
Case Management		948-2799/948-2719/948-2673
Day Hospital		948-2570
Driver's Evaluation Rehab		948-2798
Health Care Resource Center		679-3736
Lymphedema Management		948-2798
Neurogenic Incontinence Management		948-2707
Nutritional Services		948-2778
Pain Management		948-2707
Spasticity & Mobility Management	<i>Dr. Pierson</i>	948-2707
	<i>Dr. Watanabe</i>	948-2707
Spine Management		948-2707
University Rehabilitation, Inc.		948-2707
Wound Management		948-2707

