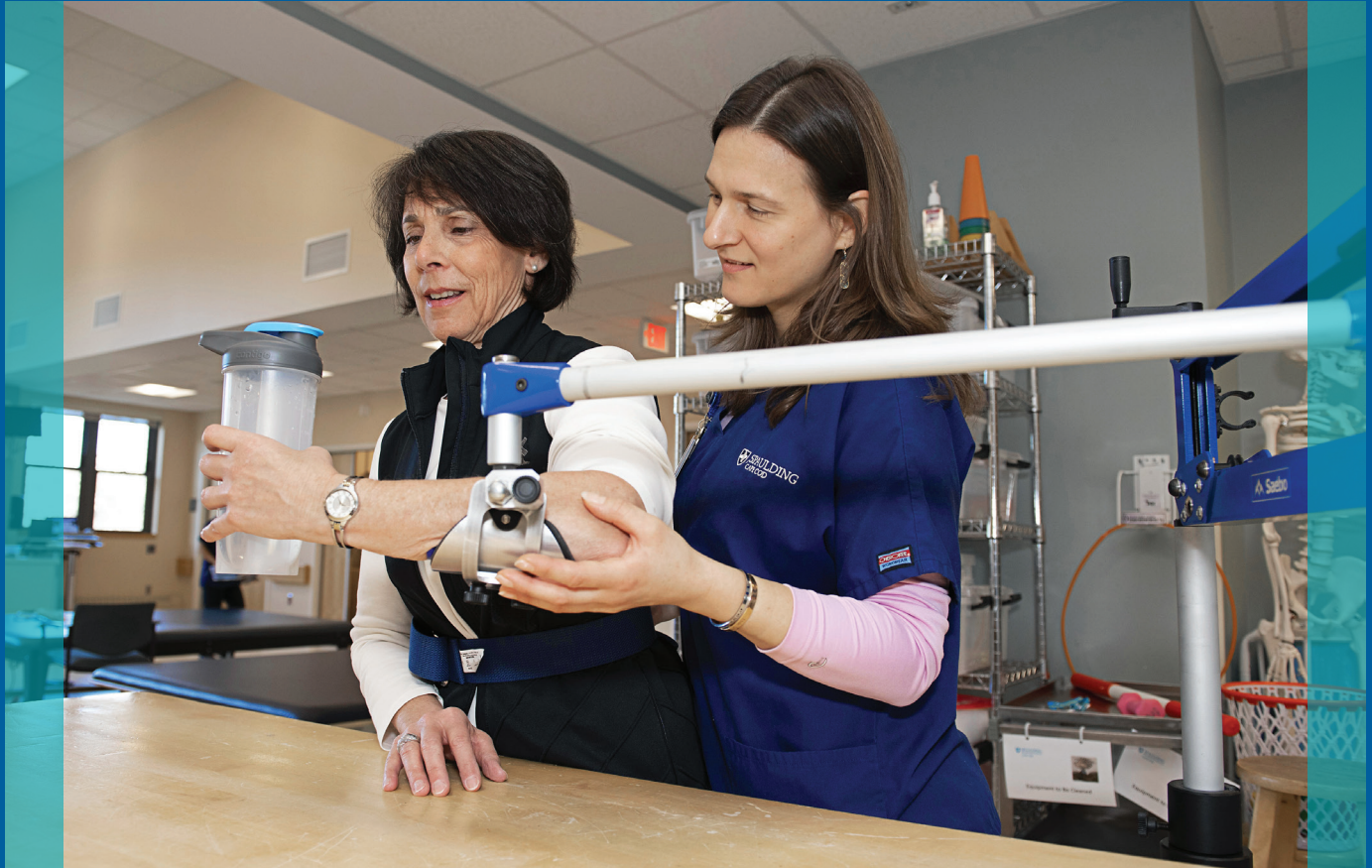




Mass General Brigham
Spaulding Rehabilitation



Patient and Family Guide

Spaulding Rehabilitation Hospital
Cape Cod

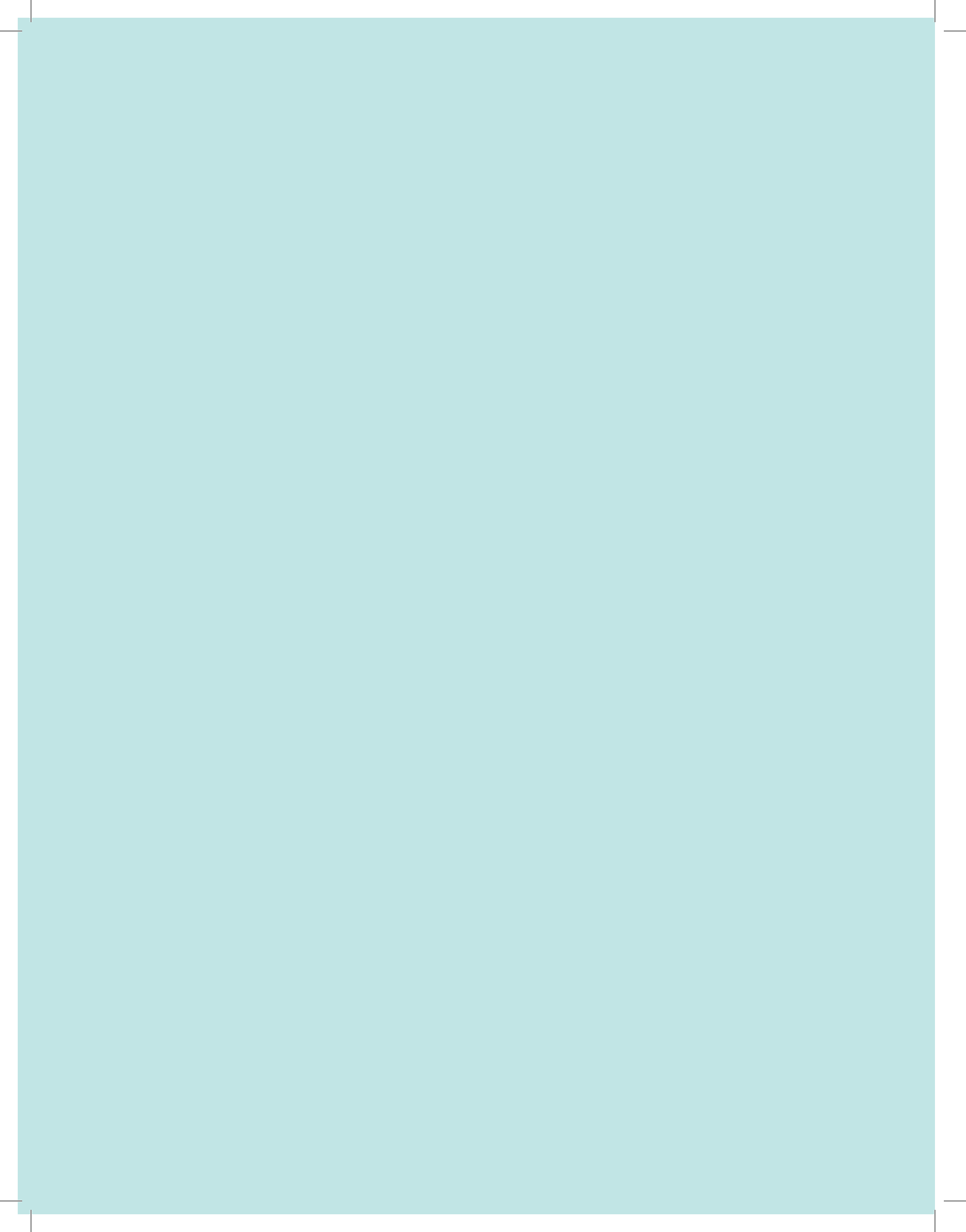


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Welcome

Welcome to Spaulding Rehabilitation Hospital Cape Cod! During your stay, you will work with our highly qualified team of rehabilitation professionals. They will assist you in meeting your medical, rehabilitative and personal needs.

We understand that being a patient can be overwhelming. This Guide offers information about the Hospital, guidance about rehabilitation and answers to questions most frequently asked by patients and families.

It also provides information about regulatory requirements and your rights and responsibilities as a patient. Please review this Guide early on to better understand what to expect during your stay.

About Spaulding Rehabilitation Hospital Cape Cod

Spaulding Rehabilitation Hospital Cape Cod (SCC) is a 60-bed acute rehabilitation hospital providing advanced inpatient and outpatient rehabilitation to residents of the Cape, Islands and South Shore. SCC is the only provider of hospital-level rehabilitation on Cape Cod and includes outpatient centers in Sandwich, Hyannis, Orleans and Plymouth, and a dedicated pediatric outpatient center in Sandwich. SCC is a member of the Mass General Brigham system founded by Massachusetts General Hospital and Brigham and Women's Hospital.



Mission Statement

The Spaulding Rehabilitation Network is committed to delivering compassionate care across the healthcare continuum to improve quality of life for persons recovering from or learning to live fully with illness, injury and disability.

Our Rehabilitation Philosophy

Rehabilitation is about reaching your optimal level of health and independence. You and your family are central members of the rehabilitation team. Together we develop an individualized treatment program based on your unique strengths and needs while keeping in mind what is most important to you.

Helping you help yourself is a major focus of rehabilitation. We encourage family participation and assist you in working towards your rehabilitation goals by doing as much as you can while still maintaining your safety.

Code of Ethics

SCC is committed to ensuring that all organizational, clinical and business affairs are conducted in accordance with the highest ethical and legal standards and follow all applicable laws and regulations. Should you have questions about SCC's code of ethics or have compliance concerns, please contact our confidential compliance helpline at 800-856-1983 or contact SCC's director of quality and compliance at 508-833-4003.



The Basics: Your Accommodations

Your Room

Most patient rooms at SCC are semi-private, so it is likely that you will have a roommate. Private rooms are typically reserved for patients with specific medical needs. If you request a private room, there will be an additional daily charge. Because of a limited number of rooms, you may have to forfeit your private room if it is clinically necessary for another patient.

Each patient room has a multifunctional bed with nurse call system, a closet and nightstand for personal items, a bedside table, guest chairs, sink and an adjoining bathroom with toilet and shower.

Bed linens and towels are provided.

Nurse Call System

Please use the nurse call system to ask for assistance. Unless you are deemed “independent” with mobility, you are required for safety reasons to have someone assist you or observe you when moving in and out of bed and when walking. Staff respond as quickly as possible, but please keep in mind that they may be delayed in their response if they are assisting another patient at that moment.



Patient CareBoards

An electronic CareBoard is located on the wall close to your bed and provides the following information specific to you and your care:

- Caregivers’ names
- Level of assistance you require for specific tasks and mobility
- Precautions and special medical and rehab needs
- Tentative discharge date

This information is updated regularly and is meant to keep you, your family, and other caregivers informed of specific care needs.

Common Abbreviations:

ADLs Activities of Daily Living
(bathing, grooming, dressing, toileting)

Levels of assistance (how much help you need):

I Independent (no assistance needed)

Mod I Independent with assistive device

S Supervision (for cueing)

Min A Minimal assistance

Mod A Moderate assistance

Max A Maximal assistance

D Dependent
(caregiver provides total assistance)

Personal Items

Clearly label all personal items and inform staff if you have **hearing aids, dentures or glasses**, which can easily be misplaced if not kept in a case or container. Help us help you keep these indispensable personal items safe.



Valuables

The hospital cannot be responsible for money or other personal belongings. Please speak to your nurse if you would like to have something stored in our safe for a short time. It is best to ask a family member or friend to take any valuables home.

Clothing and Footwear

You are encouraged to wear loose-fitting, comfortable clothes. **Sneakers or walking shoes** are essential to regaining mobility. Be sure to have enough clothing for daily wear.

Toiletries

Toiletries are available at the hospital. You may prefer, however, to furnish your own items.

Medications

Some of your medications have likely been adjusted or changed during your recent acute hospital stay. If you have brought medications from home, please let your nurse or physician know immediately. You should take only those medications administered by your nurse, as taking anything in addition could cause adverse side effects.

Electrical Appliances

All electrical appliances must be checked for safety by our engineering department. Staff can make these arrangements for you. For safety reasons, electrical appliances brought in from home are limited to the following:

- Electric razors
- Hair dryers
- Personal electronics: CD or MP3 players, laptop computers and tablets

Strength Book

Upon admission, each patient is given a Spaulding Cape Cod strengthbook. This three-ring binder contains a combination of general information about inpatient rehabilitation and information specific to your diagnosis, plan of care, discharge planning and community resources. Please use it while here and take it home with you!

Telephone, Television, Internet

Telephone

A telephone with adjustable volume is located at your bedside for your convenience. Your phone number is posted in your room. Unrestricted service is provided free of charge.

- **To call the hospital operator:** Dial 0
- **To place an outside call:**
Dial 9-Area Code-Phone Number

Personal cell phone use is also allowed in patient rooms.

Television

A television is provided at no charge. It is controlled through the same handset used for calling your nurse. Staff will review how to use it. A tv channel guide is on the back cover of your strength book, the rehab resource binder given to you upon admission. In addition to over 20 available channels, you also have access to educational channels that provide information about specific medical diagnoses and:

- **Channel 42**, which provides soothing nature scenes and music to encourage relaxation
- **Channel 48**, which provides an orientation to Spaulding Rehabilitation Hospital Cape Cod

Should you have a roommate, please be mindful of early morning and late evening television use. Complimentary headphones are available and greatly appreciated by your roommate, especially if you enjoy turning the volume up.

Internet

SCC provides free wireless internet access. Choose **MGBguest** to log on.



Meals and Snacks

Patient Meals

SCC offers a menu plan suited to each individual's nutritional needs. Each morning you will receive a menu for the next day's meals. Once you have made your selections, a dietary representative will pick up the menu and answer any questions you may have. If family would like to assist in filling out menus, you can request them several days in advance.

Many patients are on special diets such as low salt, restricted fluids, modified consistencies (thickened liquids, pureed solids), etc. or might need to practice specific techniques when eating due to a compromised swallow.

Some patients require therapeutic meals in a quiet, low-stimulation environment under the supervision of hospital staff. In these circumstances, when meals are considered part of the rehabilitation program, it is best if family and friends refrain from visiting at meal times until it is safe and appropriate to do so.

Meals are served at the following times:

Breakfast 7:30 a.m.

Lunch 12 noon

Dinner 5 p.m.

Family and friends: Please ask staff if you need to consider any dietary restrictions prior to bringing in food from home or offering a get-well treat.



Cafeteria

Our small but excellent cafeteria is located on the first floor of the hospital and is available to visitors Monday - Friday from 7 a.m. - 6:30 p.m. with hot entrees being served 7 a.m. - 11 a.m., 11:30 a.m. - 1:30 p.m., and 5 p.m. - 6:30 p.m. On weekends, the cafeteria is open from 7 a.m. - 2 p.m.

Vending Machine

A vending machine is in the hallway leading to the cafeteria on the first floor and is accessible twenty-four hours a day.



Amenities

Gift Kiosk

The gift kiosk is in the Main Lobby and is stocked with a variety of gifts for purchase. The receptionist can assist with purchases 8 a.m. to 8 p.m.

Laundry

Please make arrangements to have enough clothing for daily wear or make arrangements to have your personal laundry cared for outside of the hospital, as SCC does not have general laundry facilities. You can also set up an account with a local laundry service, Capeway Cleaners, via their website at capewaycleaners.com or by calling 508-759-3548.

Mail

We encourage family and friends to send cards and notes of good wishes while you are at the hospital. The mailing address is:

Spaulding Rehabilitation Hospital Cape Cod
311 Service Road
East Sandwich, MA 02537

Newspapers

Several complimentary copies of the *Cape Cod Times* are available each day at the nurses' station.



Visitation Policy

Visiting Hours

Visits from family and friends are important to your recovery. The Hospital follows guidance from the state and the Spaulding and Mass General Brigham networks in determining visiting hours and numbers of visitors allowed in response to the Covid-19 pandemic. Please ask staff for current status. Children are welcome with supervision.

Virtual Visits

Visits using digital platforms such as FaceTime and Zoom have increased opportunities to connect. To schedule a virtual visit in the afternoon or evening, please call 617-952-6670.

Pet Visitation

Because of safety and sanitation issues, pets are not allowed on the patient units at SCC. You may visit with a family dog in the first floor foyer or outside in good weather with MD clearance. Please take advantage of our pet therapy program and let our director of activities know if a visit from a four-legged furry friend would be appreciated.

Patient and Family Resource Room

If you want to research community resources via hospital computer, are looking for a comfortable place to visit with family and friends or simply need a change of venue, please visit the patient and family resource room, which is to the left of the large inpatient dining room.



Special Services

Peer Visitation

We are fortunate to have a robust volunteer program at SCC, largely comprised of patient alumni. As caring and supportive as family and friends may be and as knowledgeable and encouraging as your rehab team may be, visiting with someone who has been in your shoes (or hospital slippers) is special. We welcome you to take advantage of spending time with our peer visitors, who can offer insights, support or a few minutes of companionship.

Therapeutic Activities

Therapeutic activities can help create a sense of balance between the mind and body, which can in turn support the healing process. Spaulding Cape Cod offers a variety of activities that complement the standard therapies of occupational, physical, and speech language pathology.

Please consider participating in music, art, meditation, Reiki or sound therapy during your time with us. You can reach the director of therapeutic activities at 508-833-4106.

Pet Therapy

Thanks to volunteers and their certified therapy dogs, a whole lot of cuddling, nuzzling, and petting goes on with visiting canines several times a week. Pet therapy has been found to promote healing by decreasing blood pressure, heart rate and pain, by decreasing anxiety associated with in-hospital stays and by providing a sense of comfort and joy.

Spiritual Care

SCC has both Catholic and Protestant chaplains who make regular visits to support your spiritual needs. You can request to meet with a chaplain by letting a staff member know or by calling the chaplaincy office at 508-833-4019.

Catholic mass is televised on Channel 5 (CW 56) on Sunday mornings at 8:00 a.m.

If you practice any other religion or denomination, you are welcome to contact your place of worship to request a visit, or ask our chaplain to do so for you.

Health and Wellness

Rapid Response: Dial 4222

Anyone, including visitors, can dial extension 4222 from a patient's room in response to a sudden worsening of medical status. State that you are calling a "rapid response" and note the patient's room number. A team of caregivers will come running to assess the situation.

Preventing Infection

The impact of Covid-19 has resulted in unprecedented challenges and frequently changing hospital requirements and restrictions. Masking and social distancing remain key elements of minimizing risk of transmission. SCC follows masking and visitation guidelines set forth by Mass General Brigham, which bases its protocols on CDC and state guidance.

- Handwashing is one of the best ways to prevent infection. Please wash your hands well with soap and water for at least 15 seconds after using the bathroom, before touching or eating food, or after touching contaminated items or surfaces.
- Use the alcohol-based hand sanitizer to clean your hands when you leave or return to your room to prevent the spread of infection.
- Remind health care providers and visitors to sanitize their hands when entering your room and before they treat or touch you.
- Please practice respiratory etiquette by using a tissue when coughing or sneezing, or cough and sneeze into your elbow area.
- Visitors are asked not to visit if they have signs or symptoms of illness.



Preventing Falls

Most patients are at some risk of falling associated with the medical and rehab reasons for admission. If we are concerned about your safety, your nurse will place a plastic orange band on your wrist, which alerts staff to watch you more closely. Please do not get up on your own unless you have been deemed "independent" in your room by your clinical team. SCC's fall prevention program includes:

- Keeping your call bell and personal items within your reach
- Responding as quickly as possible when you request assistance
- Minimizing clutter in your room
- Keeping your bed in its lowest position when you are in it
- Regularly assessing your fall risk and adjusting your safety plan accordingly

Tobacco, Alcohol and Medical Marijuana

SCC promotes good health and disease prevention. Accordingly, smoking (including e-cigarettes), use of any tobacco products, and alcohol consumption are prohibited within the hospital and on the hospital grounds. Due to existing federal regulations, marijuana products are also prohibited.

Rehabilitation: What to Expect During Your Stay

Welcome

- Meet your nurse and patient care associate, who orient you to your room and to the Spaulding rehab process.
- Meet your rehab physician.

Evaluation

- Your rehab physician and nurse evaluate you on your day of arrival to ensure your medical needs are immediately addressed.
- Your therapists evaluate you and initiate treatment the following day; other specialty team members meet and work with you as needed.
- You discuss what is important to you to help shape your rehab goals.

Planning

- Your case manager meets with you to learn about your prior living circumstances to begin to form a safe discharge plan with you.
- Your rehab team meets to develop a coordinated approach to your inpatient rehab program.
- Your length of stay is determined by your unique medical and rehab profile and by your insurance coverage.

Progress

- Expect visits from your rehab physician throughout your stay.
- Expect to participate in three hours of therapy five out of seven days/week.
- Family education and training is encouraged early in the rehab process and continues throughout your stay.

Transition

- As an acute rehab hospital, SCC provides a high level of medical monitoring and intensity of rehab services. Your recovery begins here and continues after you leave.
- Your rehab team discusses your abilities and needs to help choose the most appropriate setting for your ongoing recovery process.

Discharge

- Your case manager works with you to coordinate discharge to home (with or without services) or to a skilled nursing facility.
- Following discharge, you may receive a follow-up phone call to see how you are progressing.
- Three months after your discharge, you may receive a phone call to assess your long-term progress.

Your Rehabilitation Program

During the first few days of your hospitalization, you will meet members of your rehabilitation team. They will evaluate your medical status and your current capabilities. Together, you will develop a rehabilitation program based on your unique strengths and needs. Realistic short and long-term goals will be identified, keeping in mind what is important to you, while also considering your support system: family and friends who are willing and able to help, should you need it.

A tentative length of stay based on your diagnosis, current status and prognosis will be established within a few days. Our average length of stay is about two weeks, but ultimately is individualized to you, your medical and rehab needs and insurance coverage.

Certain aspects of the care we provide are mandated by the Centers for Medicare and Medicaid Services. SCC is a hospital specializing in rehabilitation. As such, it serves a specific patient population that requires close medical monitoring by physicians and nurses who are here 24 hours a day, seven days a week and a high intensity of therapy. Expect to be visited by your Spaulding physician at least three times per week and expect to participate in three hours of therapy five out of seven days/week.

Your rehabilitation team, at a minimum, includes your Spaulding physician, nurse, patient care associate, case manager, and therapists. Your team might also include, as needed, a nutritionist, respiratory therapist, orthotist/ prosthetist, social worker, psychologist, psychiatrist, and physician specialists.

During your stay, your rehabilitation team meets regularly to review your progress. We encourage family and close friends to become familiar with your treatment program because their understanding and support can contribute to your progress. You may wish to have them present during some of your therapy sessions.



When you have progressed to no longer needing the close medical monitoring provided by hospital-level rehabilitation, your team will recommend and your case manager will coordinate ongoing rehabilitation in one of the following non-hospital settings:

- Home with outpatient therapy
- Home with services including nursing, physical, occupational, and speech language pathology services as needed
- Another inpatient rehabilitation setting, such as a skilled nursing facility, prior to planning for discharge to home

Your Daily Schedule

Inpatient acute rehabilitation provides the most intense level of therapies of all rehab settings. The standard therapy protocol for acute rehab is three hours of therapy five out of seven days, based on a rolling week that begins on your day of admission. Because of this, your pattern of receiving therapy will most likely be different from that of your roommate or that of other patients. Outside appointments, scheduled procedures, and specialty treatments further add variability to individual patients' therapy schedules.

You should expect to begin participating in therapy on your second day here, as your first day is focused on your medical needs and your comfort. Your nurse and patient care associate will welcome you and help you get settled in your room.

Your Spaulding physician and nurse will then complete comprehensive assessments your first day here. Expect to participate in three hours of therapy beginning on your second day. During your first weekend, expect therapy either Saturday or Sunday. If your rehab course extends into a second or third weekend, you should expect most of your treatment sessions to have taken place Monday through Friday, with limited therapy or no therapy scheduled on the weekend. Please take this time to practice your individually prescribed therapeutic exercise programs, participate in scheduled group activities or visit with family and friends as your discharge date draws near.

Please know that great care is taken in creating your individual therapy schedule and that it is to be expected that your schedule will be different from that of other patients.

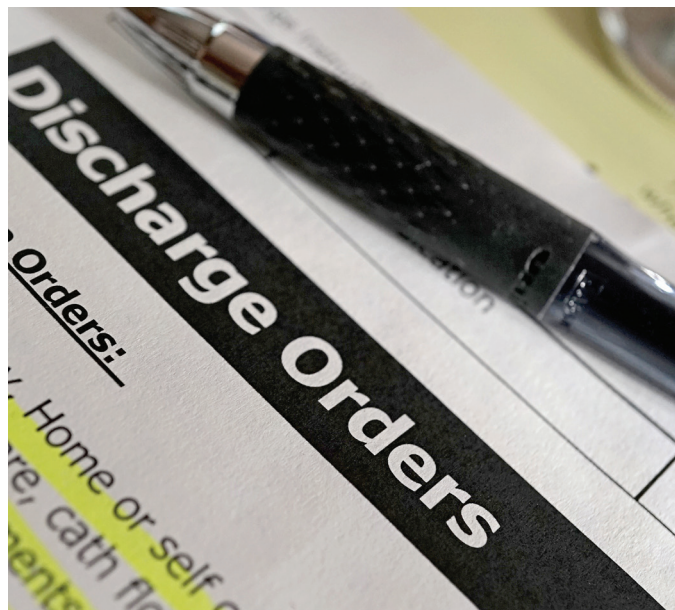


Discharge Planning

An important aspect of your rehabilitation is planning for your discharge from SCC. Most patients begin their rehabilitation at SCC and continue elsewhere: at a skilled nursing facility or at home with either home care or outpatient services. It is likely that you will need some help at the time of your discharge. How much and whether friends, family, and services can meet that need will determine if home or a skilled nursing facility is the best option.

Your case manager coordinates your discharge plan and will begin to discuss options with you and your family early in your stay. With your permission, your family will be invited to both observe and participate in your care while you are here. Hands-on involvement helps everyone better appreciate your discharge needs, prepare your primary helper and determine the safest comprehensive plan.

Whether you transition to a skilled nursing facility or to home with outpatient or home services, your case manager will guide you through this process and your clinical team will provide detailed information about your care to the receiving facility or service.



Skilled Nursing Facilities

Many of our patients progress to no longer needing hospital-level rehab services but aren't quite ready to return home. A few more weeks of skilled nursing and rehab services might be the next step before going home. Most patients and families look for a skilled nursing facility (SNF) close to home or close to family and friends. A good way to begin an SNF search is by gathering information online. The Centers for Medicare and Medicaid Services sponsor "Nursing Home Compare" at [medicare.gov/nursinghomecompare/search.html](https://www.medicare.gov/nursinghomecompare/search.html). Nursing Home Compare provides information on all SNFs certified by Medicare and Medicaid and provides a helpful 5-star rating system based on quality and staffing measures.

Home Care Services

For patients who no longer need hospital-level rehab services and are able to return home with the support of nursing and therapies, home care might be the appropriate discharge plan. Your case manager will coordinate services with a preferred provider or will offer choices to you.

Outpatient Services

For patients who are ready to go home from Spaulding, no longer require nursing care and can safely travel, continuing therapy services at an outpatient setting might be the appropriate discharge plan. The Cape and South Shore have many outpatient options, including Spaulding network sites, which are noted in the resource section of your strength book.



Against Medical Advice and Appealing Discharge

Sometimes, regardless of all efforts to be on the same page, you may not agree with the advice of your clinical team. You may want to leave before we feel it is safe to do so. In this situation, you have the right to leave A.M.A.: Against Medical Advice. If you choose to leave A.M.A., your team will do their best to prepare you for as safe a discharge as possible. Please be aware, however, that some home care agencies will not initiate services until after you have seen your primary care physician if you choose to leave Spaulding against medical advice.

Sometimes the opposite happens: you may want to remain here although your team suggests that you transition to an SNF because you no longer require hospital-level medical care but are not quite ready to return home. An SNF often acts as a bridge to home by continuing to provide medical oversight and therapy services at an intensity level greater than what is provided by home care or outpatient services. Nevertheless, if you disagree with your team's suggestion, you have the right to appeal being discharged from Spaulding. If you choose to do so, please inform your case manager, who can both advise and assist you.



Hospital Bills and Insurance

Insurance Coverage

Prior to your admission, SCC verifies that your insurance is active and covers inpatient acute rehabilitation. Your case manager provides updates to your insurance company if required for authorization of continued services.

If you have questions about your benefits or about a bill, please contact our patient support center at 508-833-4240.

Discharge Transportation

Car

If your Spaulding doctor agrees that you can travel by car, you may do so at time of discharge. It will be important to plan ahead and discuss this with your therapists, as they will need to practice with you and whoever will be driving to make sure that you can do so safely.

Wheelchair Van

If traveling by car is not safe, your case manager can schedule transport via wheelchair van and will provide an estimate of the cost, which is not covered by insurance.

Ambulance

Ambulance transport is a third option that comes with strict guidelines and no guarantee of coverage. Per Medicare:

Ambulance transport is not covered if some means of transportation other than ambulance could be used without endangering the beneficiary's health, regardless of whether the other means of transportation is actually available.

SCC provides the ambulance company a signed Physician Certification Statement (PCS) of medical necessity, as required by regulation. However, per Medicare,

This statement does not, in and of itself, demonstrate that an ambulance transport is medically reasonable and necessary.

For more information on transportation options and coverage, please refer to:

www.medicare.gov/Pubs/pdf/11021-Medicare-Coverage-of-Ambulance-Services.pdf

Medical Equipment

If you are transitioning to home from SCC, your rehabilitation team may recommend durable medical equipment (DME) for home use (i.e. walker, wheelchair, commode, etc.). Depending on your insurance, all, some or none of the cost of this equipment will be covered, based on your specific benefits and when you last received equipment. You may choose a preferred medical supply company, although your insurance might dictate which vendors can be used.

A few things that are important to know:

- As part of the discharge process, we will order your equipment for you. The medical supply company will contact your insurance and let us know what your coverage is and what cost, if any, you may incur.
- The medical supply company may contact you or your family directly prior to delivering the equipment to arrange payment of any costs not covered by your insurance.
- The medical supply company may also contact you or your family directly to arrange payment of any items that cost \$50.00 or less. You will be reimbursed for these items after the company has received payment from your insurance. Exception: Patients insured by Medicaid will not be charged in advance for durable medical goods.



Your Rights and Responsibilities

Your Rights as a Patient

SCC is committed to maintaining the rights, dignity and well-being of our patients and fully supports and complies with the Massachusetts Patients' Bill of Rights. As a patient, you have the right:

- To be treated in a caring, safe and compassionate way
- To receive timely, complete and understandable information
- To ask questions about what is happening and why
- To receive prompt and adequate responses to reasonable requests
- To consent to or refuse care, treatment or services
- To be evaluated and treated for pain
- To know the names and roles of those providing care
- To have privacy when examined or when talking to a health care provider
- To choose who may or may not visit
- To have access to your medical record and receive a copy for a reasonable fee
- To have an advance directive, such as a healthcare proxy
- To present complaints without compromising your future care

From MA General Law Chapter 111, Section 70E. If you have questions regarding your rights as a patient, please contact SCC's quality and compliance department.

Your Responsibilities as a Patient

To provide you with the best possible care, your rehabilitation must be a joint effort between you, your family and the rehabilitation team. You can help us help you by:

- Taking an active role in your rehabilitation, including asking questions when you do not understand what you have been told about your care or what you are expected to do
- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health
- Being open and honest with us about any perceived risks in your care or unexpected changes in your condition
- Following the established treatment plan and accepting the consequences if the treatment plan is not adhered to
- Showing respect and consideration for the hospital's personnel and property
- Promptly meeting any financial obligation to the hospital
- Respecting the rights of other patients to receive medical care and treatment without disruption or interference
- Observing the "no smoking" policies throughout the hospital and grounds
- Being ready for therapy and treatments at their scheduled time



Making Your Healthcare Wishes Known

Health Care Proxy

It is important to make your wishes about healthcare decisions known. By doing so, if you are ever unable to communicate or make decisions on your own, your family and care team will know what to do.

The Health Care Proxy (HCP) is a simple legal document that gives you the opportunity to name a person you trust to act on your behalf if you are unable to express or make decisions yourself. This person, your Health Care Agent, should understand your values, goals and wishes and should agree to make the decisions you would want vs. what they might want.

Since your Health Care Agent is someone you know and trust and is often either a family member or friend, it is likely that you would discuss your medical condition anyway. This individual becomes your official spokesperson and acts on your behalf, however, only after the HCP has been invoked: when your physician has determined that you are unable to make or communicate your own decisions.

If you have not yet identified a Health Care Agent, you are encouraged to do so. An HCP form has been provided to you in your strength book.

Privacy Rights

Your Rights as a Patient

The following is a summary of the information contained in the Centers for Medicare and Medicaid Services' "Privacy Act Statement-Health Care Records." A copy of the complete statement is in your strength book.

As a hospital rehabilitation inpatient, you have the right:

- To know why we need to ask you questions
 - » We are required by federal law to collect health information to make sure you get quality healthcare and to ensure payment for Medicare patients is correct.
- To have your personal healthcare information kept confidential and secure
 - » You will be asked to tell us information about yourself so that we can provide the most appropriate, comprehensive services for you. We keep anything we learn about you confidential and secure. This means only those who are legally permitted to use or obtain the information collected will see it.
- To refuse to answer questions
 - » You do not have to answer any questions to get services.
- To look at your personal health information
 - » We know how important it is that the information we collect about you is correct. You may ask to review the information you provided. If you think we made a mistake, you can ask us to correct it.

Compliments and Concerns

Concerns

If, during your stay at the hospital, you find yourself in disagreement with your physician or another member of the rehabilitation team, or have concerns regarding the quality of care at the Hospital, please make your concerns known.

We appreciate your feedback and the opportunity to address any issues in a forthright, timely manner and assure you that complaints will not negatively affect your care. Please share your concerns with either your physician, case manager or director of quality and compliance. They will, in turn, explain what efforts will be made to resolve the complaint and in what time frame. It is always our goal to maintain open communication between all members of the team, including you and your family. You may also contact:

Division of Healthcare Quality

Complaint Unit
99 Chauncy Street
Boston, MA 02111
800-462-5540

Board of Registration in Medicine

200 Harvard Mill Square, Suite 330
Wakefield, MA 01880
781-879-8200

Office of Quality Monitoring

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Email: patientsafetyreport@jointcommission.org

Compliments

Patients and families often comment on the outstanding care they receive from our staff and sometimes show their generosity with a gift of appreciation. As generous as this gesture is, Hospital policy prohibits staff from accepting monetary gifts (including gift cards). If you would like to honor a caregiver who has provided exceptional care, please do so by writing a note of thanks, mentioning a caregiver by name in our satisfaction surveys or by making a donation in your caregiver's name.

Notice of Nondiscrimination

In accordance with the laws and regulations cited below, Spaulding Rehabilitation Hospital Cape Cod does not discriminate on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression in admission or access to its programs or activities.

Please contact SCC's quality and compliance department for additional information

about these regulations and our grievance procedure for the resolution of discrimination complaints.

Title VI of the Civil Rights Act of 1964 (42 U.S.C. s2000d et seq.); 45 C.F.R. Part 80 Section 504 of the Rehabilitation Act of 1973, as amended (20 U.S.C. s794); 45 C.F.R. Part 84 Age Discrimination Act of 1975, as amended (42 U.S.C. s6101 et seq.); 45 C.F.R. Part 91.



Feedback: Patient Satisfaction Surveys

We understand how hard it is to be a patient and want to provide you with the best experience possible. During your stay, let us know if we can do something differently so that your experience is better. After your stay with us, please help us learn from you by sharing feedback through the following opportunities:

- **Post-discharge Phone Call:** You may receive a phone call shortly after leaving the Hospital to find out if the discharge process went smoothly.
- **National Research Corporation Patient Feedback Survey:** Shortly after your discharge, you will receive an email from the National Research Corporation asking about your experience. If you do not respond to the email, you will receive a phone call 24 hours later, requesting you to participate in an automated voice recognition survey. Caller ID will display Spaulding Cape Cod.
- **MedTel Survey:** You may receive a phone call from a MedTel surveyor three months after discharge. The purpose of this survey is to see how you are doing both from a medical and rehabilitation standpoint 90 days after leaving SCC. Participation in these opportunities is optional, and we thank you should you take the time to share your input. Your honest feedback guides us as we continuously strive to improve the quality of care we provide.

Patient Advocacy Resources

Massachusetts Department of Transitional Assistance (DTA)

600 Washington Street, Boston, MA 02111
877-382-2363

Hyannis DTA

181 North Street, Hyannis, MA 02601
508-862-6600

Division of Healthcare Facility Licensure and Certification Complaint Intake Unit

99 Chauncy Street, Boston, MA 02111
Patient Abuse Hotline: 617-462-5540

Office of Attorney General, Healthcare Division

One Ashburton Place, Boston, MA 02108
617-727-2200 • 888-830-6277

Disability Law Center

11 Beacon Street-Suite 925, Boston, MA 02108
800-872-9992

South Coastal Counties Legal Services

460 West Main Street, Hyannis, MA 02601
800-742-4107

Division of Healthcare Quality

99 Chauncy Street-Suite 200, Boston, MA 02111
617-753-8000

Massachusetts Division of Insurance

1000 Washington Street, Boston, MA 02118
Consumer Helpline: 877-563-4467

Healthcare for All—Health Insurance

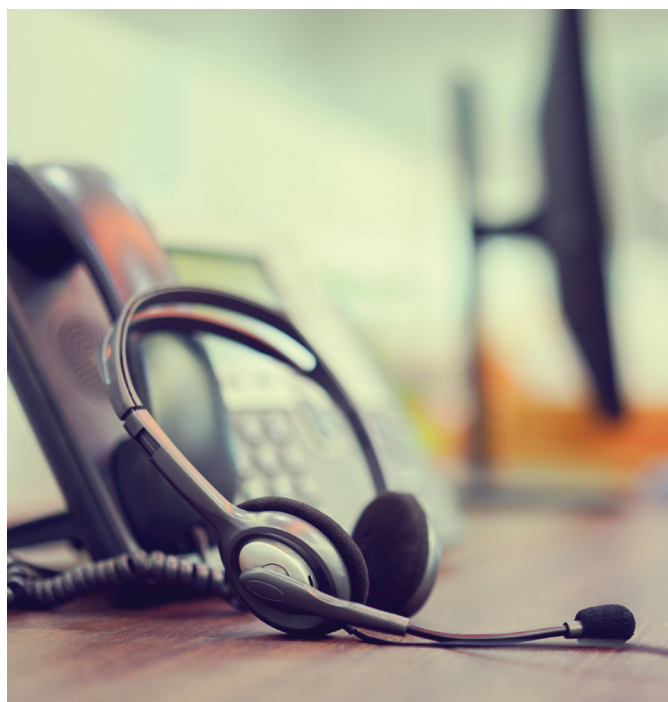
Helpline: 800-272-4232

Disabled Persons Protection Commission

300 Granite Street, #404, Braintree, MA 02184
24 Hour Hotline: 800-426-9009

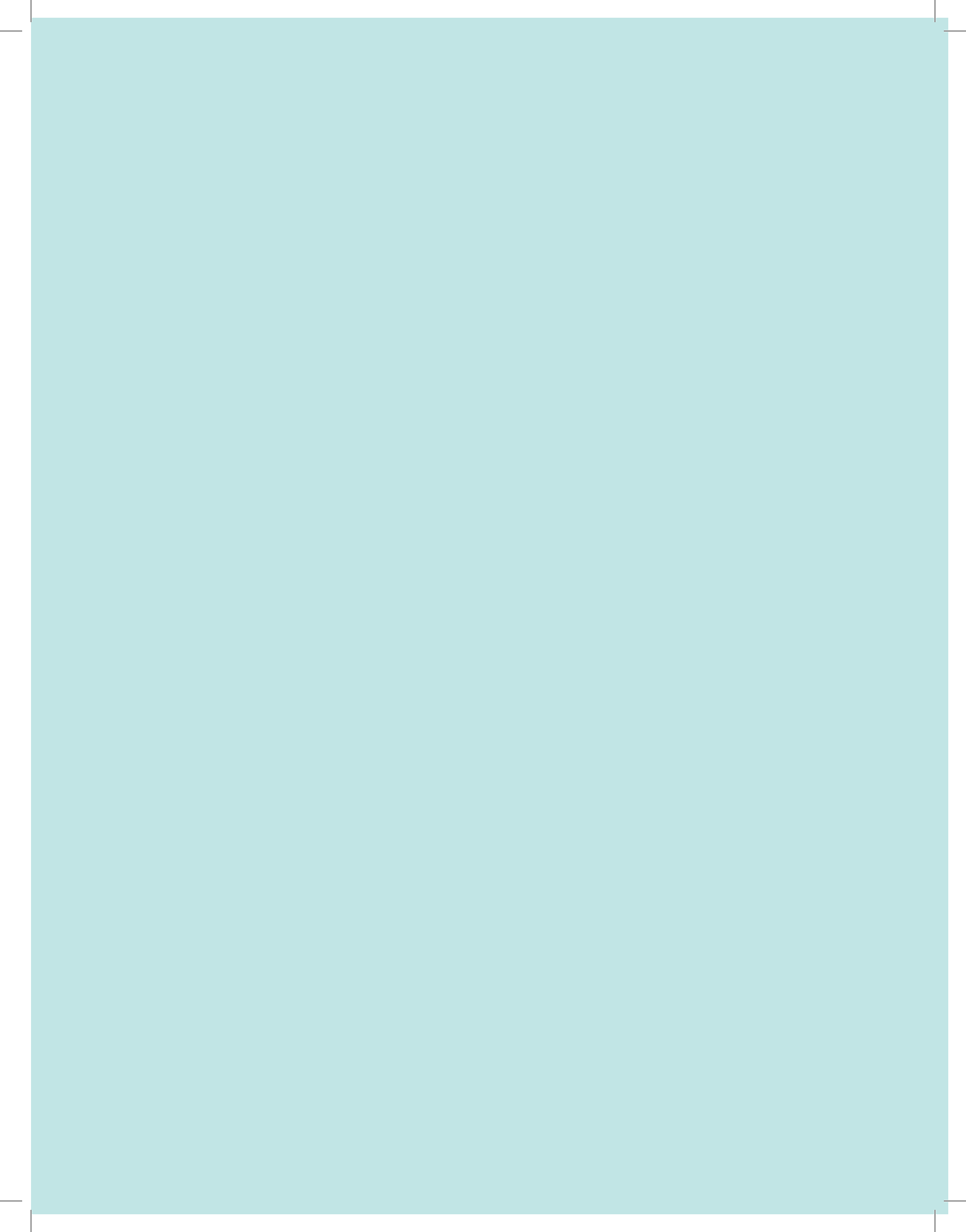
Massachusetts Office on Disability

One Ashburton Place, #1305, Boston, MA 02108
617-727-7440 • 800-322-2020



Frequently Used Phone Numbers

Activities Director	508-833-4106
Chaplain	508-833-4019
Development/Fundraising	508-833-4044
Nurses' Station	508-833-4223
Nursing Director	508-833-4258
Outpatient Appointments	508-833-4141
Patient Accounts	508-833-4140
Quality/Compliance Director	508-833-4003
Rehabilitation Director	508-833-4260
Switchboard/Reception	508-833-4000
Therapy Office	508-833-4252
Inpatient Unit Secretary	508-833-4221
VP of Hospital Operations	508-833-4260





Spaulding Rehabilitation Hospital Cape Cod

311 Service Road
East Sandwich, MA 02537
508-833-4000

spauldingrehab.org/capecod